

Name

Street Address • City, State Zip
Home Phone • Mobile Phone • email address

PROFESSIONAL PROFILE

- Goal-directed professional with more than eight years of progressive accomplishments in telecommunications
- Strategic, conceptual thinker with tactical implementation skills
- Creative and open-minded, deadline oriented
- Dedicated team leader, demonstrating integrity in achieving all goals and objectives

ACCOMPLISHMENTS

- A primary contributor in the creation and implementation of a new business model focusing on extending our core competencies through strategic partnerships with major network operators
- Managed development of one of the world's first and most successful network based enhanced services of its kind, which accounted for greater than a 50% increase in my business unit's annual revenue
- Instrumental in the successful launch of a newly formed organization that focused on the acquisition of global business

AREAS OF EXPERTISE

- New Product Development
- Customer Relations
- ASP Business Models
- Design Documentation
- Wireless Networks
- VOIP
- Real-time Billing
- Business Case Development
- Software Development
- Technical Sales
- Proposal Development
- Data Networks
- Voice Recognition
- Text-to-Speech
- Market Requirements Analysis
- Product Lifecycle Management
- Computing Hardware
- Client-Server Architectures
- Landline Networks
- Prepaid Calling
- Relational Databases

EXPERIENCE

ABC Company
City, State

March 1994 - Present

Senior Sales Engineer

December 1998 - Present

- Provide pre-sales technical support to strategic account sales teams
- Consult with customers and provide subject matter expertise to guide them in a product or solution direction
- Define hardware and software solutions to meet customers' needs and requirements within complex wireless and landline network environments
- Communicate design goals and functional requirements to internal organizations
- Act as the primary liaison between customers and internal product managers, system engineers and application developers
- Pre-sales presentations and product demonstrations
- Provide technical expertise for sales proposals and RFPs

Product Manager **November 1994 - November 1998**

- Creation and implementation of product and strategies aimed at adding value to the core product line of enhanced network services
- Ensured product plan is consistent with corporate financial objectives
- Development of product cost-price models and BoMs
- Oversaw all phases of development and deployment including idea generation, opportunity assessment, design, development, pricing strategies, commercialization and life cycle management
- Generated and updated functional design specifications and market requirements documentation
- Conducted technology and vendor evaluations
- Negotiated vendor discounts and contracts in support of new products
- Organized and lead cross-functional teams to support new product development, deployment and support
- Assisted in pre-sales efforts and post-sales customer support
- Consulted with customers to ensure successful market deployments
- Positive and professional representation of company during sales calls, industry conferences and trade shows
- Preparation of targeted company and product presentations
- Performed routine marketing duties including: competitor analysis, forecasting, demo management, sales collateral creation and sales training

Proposal Staff Manager **March 1994 - October 1994**

- Evaluated RFPs and developing bid strategies
- Summarization of opportunities for executive review and approval
- Development and maintenance of standardized cost-price models, proposal formats and boilerplate
- Configured and sizing systems for a variety of telephony networks worldwide
- Management of the proposal staff

DEF Company
City, State

January 1987 - December 1993

Proposal Manager **January 1987 - December 1993**

- Complete accountability for the production of competitive aerospace proposals from start to finish
- Produced detailed schedules to support the proposal development process
- Supervised the contributions of other functional organizations
- Coordinated writing assignments, graphics development and publishing

Systems Engineer

- Formulated top-level system specifications and interfaces for avionic subsystems with an emphasis on mission control, navigation and weapons systems
- Defined hardware and software interface control requirements, test requirements, test objectives and success criteria
- Wrote a software simulator operator's manual and software simulation requirements

EDUCATION

- **Bachelors of Science in Journalism**
University of Anytown; City, State

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