

CLIENT NAME

Reading, MA 01867 | 555-123-8387 | Client.M.Name@gmail.com | [LinkedIn.com/in/clientname](https://www.linkedin.com/in/clientname)

SALES EXECUTIVE

15 years' progressive experience leading business/sales to drive revenue, expand customer reach, outperform goals

Often recognized for demonstrating solid understanding of clients' critical business needs

Leverage technical expertise to support clients' initiatives, exceed expectations, and win business

LEADERSHIP COMPETENCIES

Strategic Planning and Execution | New Business Development | Technology Channel and Distribution

Sales Operations | Growth Strategies | Product Integration | Marketing Planning and Execution

Contract Negotiations | Tailored, Persuasive Presentations | Relationship Building | Integrated Partnerships

Request for Proposal (RFP) Development and Responses | Technical Leadership | Team Mentor and Trainer

PROFESSIONAL EXPERIENCE

AKAMAI TECHNOLOGIES, INC., Cambridge, MA

Jan 2015 – Present

Senior Partner Account and Enablement Manager, AT&T Channel Services (Jan 2015 – Present)

Serve as overlay point of contact for all AT&T regions across the U.S., overseeing and directing business planning and channel engagements within AT&T account teams for \$106MM territory.

- Identify growth opportunities and design strategic recommendations to achieve sales and enablement targets.
- Lead by example in managing key accounts, representing Akamai professionally in all contacts with existing and prospect clients.
- Co-develop and execute go-to-market plans, including targets based on business segments (enterprise, solution provider, and retail/e-commerce) and customer revenue (<\$5MM/yr – >\$150MM/yr and Fortune 10).
- Create and lead webinars and industry conferences to highlight and bolster credentials, securing new business and growing existing accounts.
- Provide product demonstrations, proof of concepts (POC), and trials to solidify virtues/value of solutions-based offerings.
- Mentor and support AT&T account managers with sales and technical pre-sales engagements.

~ Selected Achievements ~

- Achieved on average 140% of quota for two consecutive years, **resulting in over \$5MM** of strategic growth, through intense customer engagement.
- **Trained and enabled 300+ Account team members** to position and sell product portfolio.
- **Awarded Outstanding Individual Contributor of the Year** in Channel Services for 2015–2016.

Senior Sales Engineer, AT&T Channel Services, East Coast Sales Regions (Jun 2013 – Jan 2015)

Supported customers in POC/trials and deployment of joint Akamai/AT&T products.

- Prepared and responded to proposals, technical objections, evaluations, and other customer-related activities.
- Aided Sales, Marketing, and other internal departments, ensuring AT&T received on-time updates, upgrades, and event-oriented solutions.
- Worked closely with Product Management and Engineering teams to determine future product strategies and solutions to enable AT&T to sell into customer base more easily.

~ Selected Achievements ~

- **Realized YOY growth across territory from \$50MM to \$80MM** by managing pre-sales technical process in conjunction with AT&T account teams.
- **Increased new customer acquisitions to 10 NCs/quarter** by training and enabling AT&T Technical Sales teams to identify opportunities within assigned regions.
- Provided technical expertise during contract negotiations with Toys R Us on \$5MM TCV deal over five years.

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PROFESSIONAL EXPERIENCE, CONTINUED

ACME PACKET, INC., Bedford, MA

Oct 2010 – Jun 2013

Sales Engineer, East Coast Tier 2/3 Service Provider (Dec 2011 – Jun 2013)

Managed and provided technical leadership to Sales Engineering team with eight engineers in various North American locations, motivating staff to assist Sales organization in achieving bookings and revenue goals.

- **Contributed on negotiations with AT&T, securing \$20MM contract.**
- Worked closely with Sales team in analyzing customers' technical environments and participating in strategic selling initiatives by providing high-quality responses and support to technical needs/concerns.
- Prepared detailed RFP responses and created customer-facing technical content and information, including workshops on Acme Packet solutions.
- Collaborated with Technical Support teams to transfer knowledge of customer's configuration and network topology.
- Served as worldwide overlay SME for Acme Packet Palladion VoIP Analytics and Monitoring suite.
- Provided feedback to Product Management on areas of improvement and issues seen in the field.

Corporate Systems Engineer (Oct 2010 – Dec 2011)

Designed and led customer demos and POCs. Supported Sales team throughout sales life cycle.

- Performed on-site and corporate-based troubleshooting of customer issues and collaborated with QA and Tech Support to resolve elevated problems.
- Conducted product network security audits, utilizing penetration testing suites, including Backtrack.

EMPIRIX, INC., Bedford, MA

Dec 2007 – Oct 2010

Sales Engineer, Enterprise, North America and Europe (Dec 2008 – Oct 2010)

Provided pre- and post-sales support, identifying customers' requirements and developing solutions to meet needs. Coordinated with Sales and Marketing teams to provide on-site and online product demonstrations.

- Planned and led POC sessions with prospective customers.
- Maintained knowledge of technology trends witnessed in field, reporting latest technical direction to Product Development.
- Collaborated with UNH InterOperability Laboratory for third-party testing events.

~ *Selected Achievement* ~

- **Realized on average 120% of sales quota, resulting in over \$1M** in bookings per quarter by positioning company/offerings as the leader of VoIP testing space to transition clients to new technology.

Expert Services Consultant, Enterprise, North America and Europe (Dec 2007 – Dec 2008)

Collaborated with Sales and Consulting team to architect customized client solutions. Coordinated and managed all aspects of project deployment from conception to delivery.

- Documented solutions with goal to mainstream solutions and evolve best practices for development and implementation.
- Communicated field experiences to Engineering and Product Development teams to streamline on-site deployments.

~ *Selected Achievement* ~

- **Increased customer satisfaction scores (CSAT) and retention** for future engagements by resolving outstanding technical issues prior to go-live and identifying problems through testing for prospective customers.

EDUCATION

UNIVERSITY OF NEW HAMPSHIRE, Durham, NH

Bachelor of Science in Electrical Engineering