

**JOE SMITH**

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**Preferred Job Titles:** COO, Vice President, General Manager, Director, Senior Manager

**Preferred Functions:**

Business Development, Strategic Account Management, Client Services, Technical Support, Help Desk

**Positioning Statement:**

Quality focused operations leader who believes in building relationships and analytical problem solving to create profit driven performance.

**Summary of Qualifications:**

Strong general manager, who has successfully led multi-million dollar B2B services business, demonstrated problem-solving and strategic capabilities, exceptional decision-making and prioritization skills, and the proven ability to develop and lead large teams of people. Create alternative strategic plans by spotting relevant patterns and developing innovative and imaginative solutions. Comfortable working with C-level executives to develop solutions while able to communicate effectively at all levels.

Solid blend of sales, marketing and general management skills, coupled with keen analytical skills, an obsession for the customer, an understanding of technology from the client’s perspective and an ability to make tough decisions. Lifelong- learner with strong technology aptitude and enjoys the challenge of building new or turning around existing businesses.

**Competencies:**

| Finance           | Account Management       | Technology                  | Leadership/ Management    | Quality Focus/ Problem Resolution | Human Resources       |
|-------------------|--------------------------|-----------------------------|---------------------------|-----------------------------------|-----------------------|
| P&L               | Business Development     | CRM                         | Team Building             | Performance Management            | Recruitment/ Staffing |
| Budget Management | Relationship Management  | Learning Management Systems | Strategic Planning        | Process Development               | Talent Development    |
| Cost Accounting   | Solution Sales           | VoIP                        | Project Management        | Process Re-Engineering            | Compensation Plans    |
| Cost Containment  | Trusted Business Advisor | Switch/call Routing         | Thought Leader            | Root Cause Analysis               |                       |
| Forecasting       | Proposal Development     | Contact Center Applications | Innovative Thought Leader | ISO 9001                          |                       |
| Business Planning | Contract Negotiation     | Social Media Platforms      |                           |                                   |                       |

**Experience:**

| Years    | 1988-1996          | 1996-2000                    | 2000-2001 | 2002-2005  | 2006-2007        | 2008      | 2009-Present |
|----------|--------------------|------------------------------|-----------|------------|------------------|-----------|--------------|
| Industry | Financial Services | Business Process Outsourcing |           |            | Telecom          | Training  | Telecom      |
| Role     | Customer Service   | Operations                   | Sales     | Operations | Sales Operations | Marketing | Operations   |

**Target Market:**

Technology, Technology Services, Professional Services, Hardware, Software, Outsource Providers, Consultants, Non-Profits

| Tech Related          | Professional Services     | Consultants                   | Non-Profits          |
|-----------------------|---------------------------|-------------------------------|----------------------|
| D4 LLC                | WebTitle Agency           | Netsmartz LLC                 | United Way           |
| ADI                   | XEROGRAPHICS              | Rochester Software Associates | High Tech Rochester  |
| Impact Technologies   | Employee Relations Assoc. | The Rochester Group           | Leadership Rochester |
| Sydor Instruments     | Excelsus Solutions        | Innovative Solutions Ltd.     | AI Sigl Center       |
| Mindex Technologies   | GLC Business Services     | LPA Systems Inc.              | Micrecycle           |
| Info Directions       | Metrix Matrix             | Viewpoint Solutions Inc       | Pathstone            |
| iCardiac Technologies |                           |                               |                      |
| Delta Square          |                           |                               |                      |