

# TIMOTHY SMALL

585.555.1212 | TIMSMALL@ROCHESTER.RR.COM | WWW.LINKEDIN.COM/IN/TIMSMALL

## EXECUTIVE SUMMARY & KEY ACCOMPLISHMENTS

Service innovation thought leader in technology, telecommunications and professional services. Thoughtful, conscientious and driven to improve the “customer experience” throughout an organization.

### PROFESSIONAL OBJECTIVE:

Senior Services Executive role driving organizational growth by creating and managing innovative services and repeatable processes that support sales and delivers positive customer experiences.

### VALUE STATEMENT:

Innovative leader with experience in delivering strategies that solve challenges inherent of a company with a rapidly growing customer base and/or is undergoing significant change. My results have consistently been increased service revenues, smoother client delivery, improved customer mind share and profitable cash flow.

### RESULTS:

- Architected, built and led a software Customer Care organization that delivered over \$4M in annual revenue in its third year.
- Reduced implementation time for a complex telecom software system that was taking 6 to 9 months to under 30 days, greatly improving cash flow.
- Recaptured a \$700K contract that had been outsourced to a foreign company by introducing an effective executive communication plan with the customer.
- Deployed one of the very first VoIP networks in Rochester that led to a 30% reduction in telecom costs.

### TARGET MARKETS:

- Industries:** High-tech (software/hardware/services).  
Telecommunications, Professional Services
- Size:** Small to medium sized business
- Culture:** Fun, balanced work/family commitment and driven to be market leader
- Geography:** Rochester, NY and surrounding counties

### EXPERIENCE SUMMARY:

Company	Role
Crane Wiley Associates	Professional Services Executive
Expedia Management	Customer Relationship Executive
Enercom	Sales and Marketing Executive
Small Inc.	Founder and Co-Owner
Services and Smiles	Corporate Services Executive
Technology Services, Inc.	Customer Care Executive

## INDUSTRY EXPERIENCE

Telecommunications  
Professional Services  
Consulting Services  
Software  
Hardware  
Manufacturing

## CORE COMPETENCIES

Customer Relationship Mgt.  
Account Management  
Analyzing Service Metrics  
RFP Response Management  
Negotiating Contracts  
SLA Management  
Program Management  
Project Management  
Technical Support Mgt.  
Application Support Mgt.  
IT Management  
Competitive Analysis  
Business Development  
Sales  
Social Media  
Marketing  
Budget & Forecasting

## EDUCATION

MS – Innovation in Technology  
– RIT  
BT – Mechanical Engineering  
Technology - RIT

## INTERESTS

President and current Board  
Advisor, Cuyuga Wine Growers  
Association

Habitat for Humanity Volunteer

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## TARGET COMPANIES

Axeda	Frontier	RCR&R
Bausch & Lomb	Garlock Sealing Technologies	RIT
Carestream	Harris RF	SMS Systems Maintenance
Catalyst	IDI	StrongArm Technologies
CaterTrax	JML Optical	Thermo Fisher Scientific
Constellation	M5 Networks	University of Rochester
Cooper Vision	MVP	Veramark
Earthlink	Optical Gaging	Vnomics
EMC	Ortho Clinical (J&J)	Windstream
Excellus BCBS	PreClarity	