

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.	Al Sigl Center
Mindex Technologies	GLC Business Services	LPA Systems Inc.	Micrecycle
Info Directions	Metrix Matrix	Viewpoint Solutions Inc	Pathstone
iCardiac Technologies			
Delta Square			