

Robert Smith

Director Of Professional Services

PERSONAL STATEMENT

Talented, multi-faceted IT professional looking for an opportunity to utilize my skills in a fast-paced environment. With experience in full life-cycle project development in addition to day to day expertise diagnosing complex network issues and delivering timely, cost-effective solutions.

WORK EXPERIENCE

Director Of Professional Services

Orasi Software, Inc - March 2017 - Present

Responsibilities:

- Reports to VP of professional services and is responsible for the overall delivery of quality testing and software implementation and upgrades services. Oversees operations and financial revenue forecasting of \$5.5m annual revenue.
- Acts as a trusted partner to strategically position and identify new opportunity to deliver services.
- Directs and manages consultants delivering services of proprietary and partner quality testing applications and tools.
- Establishes and maintains strategic relationships with key stakeholders and the IT organization.
- Understands and anticipates the direction of the business area by identifying opportunities and making recommendations to support and achieve the desired future state.
- Educates customers on costs of professional services and leverages information as input into future short-term and long-term strategic business planning.
- Provides strategic guidance to business and IT teams and participates in quality reviews and feedback sessions.

Director Of Professional Services I

Hewlet - May 2010 - February 2017

Responsibilities:

- Identified new business opportunities and manage customer relationships to preserve and expand customer based on identifying new opportunities and convert them long-term profitable relationships as a trusted advisor specializing in customer datacenter support (hardware and facilities), transition to cloud or hybrid model, staff augmentation, etc.
- Established and maintained a strategic relationship with appropriate level key stakeholders and the IT organization to identify drive new business opportunities.
- Facilitated and participated in short-term and long-term strategic business planning sessions to identify opportunities to increase pipeline.
- Created detailed business plans to facilitate the attainment of goals and quotas as part of managing sales lifecycle.
- Provided post-sales support to enhance the customers satisfaction with

CONTACT DETAILS

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SKILLS

Sales, Operations
Management, Finance,
Continuous
Improvement, Program
Management,
Management

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

services.

- Researched and analyzed industry trends solve customers business problems and initiatives to reduce risks.
- Created and develop customer proposals to present customers with professional services solutions.

Education

Masters Of Business Administration in Business Administration - 2006(University Of Phoenix-San Diego, CA)Bachelor Of Science in Computer Networks - 2004(Coleman College - San Diego, CA)