

ROBERT SMITH

Professional Services Manager III

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Conduct weekly training with all service/sales staff on processes and technology o
Create and manage the budget for company hardware, services.

EXPERIENCE

Professional Services Manager III

ABC Corporation - 2004 - 2006

- Followed establish guidelines and interpret policiesDemonstrated a basic knowledge of key services, operational policies, processes and methodologies.
- Established strategic relationships with customers and vendors to accurately capture needs, define strategies and approaches, resolve issues, and advocate innovation and change across enterprise environments.
- Expanded the media solutions group and service offerings that have contributed to competitive growth.
- Credited with positioning the columbus branch to achieve 30% year-over-year growth for the last 3 years.
- Managed efforts of 3 project managers and 21 engineers in designing and implementing network system, data center, and media solutions.
- Interfaced with customers to introduce companys services, capture specifications for strategic projects, present solutions, and negotiate competitive pricing and agreements.
- Introduced and oversaw the adoption of it service delivery, workforce planning, and business development strategies to enhance the capture and delivery of large enterprise projects.

Professional Services Manager

Delta Corporation - 1991 - 1994

- Lead multiple project management teams with resource sharing of technical resources.
- Lead the teams that developed two highly visible computer system projects (PR Courts and The Birth Register and Certificate system).
- Relocated to Beijing, China to establish TAC Center, RMA Lab, and Professional Services Recruited, hired and trained a staff of 20 including Sales .
- Fully setup a technical support call center, repair center, test lab, and professionals services department within a year Integrated CRM systems to .
- Supported multiple CRM/ERP and Business Intelligence (BI) technology implementations targeted to mid-range manufacturing companies.

- Responsible for managing presales analysis and solution presentations.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

- BA in Bachelor Psychology - (Argosy University - Tampa, FL)

SKILLS

Projects Management, Analysis, Point Of Sake.