

# RESUME SAMPLE

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## EXECUTIVE PROFILE | CIO/COO/EVP

**P&L MANAGEMENT – STRATEGIC PLANNING – OPERATIONAL EXCELLENCE – GLOBAL LEADERSHIP – NYU MBA**

**Senior executive** with over 20 years of progressive experience and leadership achievements that span **game-changing solution design**; closing **strategic global accounts**; and driving **millions in growth** through acquisition and expansion. **Highly effective leader** with a track record for building positive, resilient, and change adaptive teams across **sales, product, IT and operations**.

### EXECUTIVE QUALIFICATIONS INCLUDE:

- ⇒ Strategic Vision & Enterprise Planning
- ⇒ Leading & Developing Talent
- ⇒ Mergers & Acquisitions
- ⇒ Inorganic/Organic Growth
- ⇒ Revenue & Business Expansion
- ⇒ Negotiating & Closing
- ⇒ Product Development
- ⇒ Global IT Delivery/Outsourcing

### EXECUTIVE MILESTONES

- ▶ **Introduced scalable business process, automated workflows**, and an **agile project management framework** to transform Company from a \$32M into a \$252M **global leader in IT business process outsourcing**.
- ▶ **Spearheaded design, delivery and deployment** of expense management, and inventory automation solutions to **80% of the Fortune 1000 global companies**.
- ▶ **Overhauled customer acquisition, retention and service standards** to catapult Company to **96% customer satisfaction rating**.

## LEADERSHIP CAREER HISTORY

**COMPANY, INC.**, City, State – **EVP of Operations** | YYYY – YYYY

### **SOLUTION DESIGN, BUSINESS DEVELOPMENT & PRODUCT STRATEGY FOR THE LEADER IN XXXX MANAGEMENT (NASDAQ: XXXX)**

Recruited by the CEO to evaluate the operation and present a robust assessment across the fixed and mobile divisions. Delivered recommendations, and within six months of implementation, sustained a 35% to 95% increase in customer satisfaction while driving margin from 19% to 62%. Built out data centers and infrastructure for global solutions, and secured certifications for SSAE 16/SOX compliant processes serving clients in 200 countries and provinces.

- Directed 65% of the organization, 1,500+ employees in 28 Company locations and 92 invoice receipt centers. Led solution design, enterprise relationships, and data compliance/information security for Company's industry leading solution set.
- Transformed Company's offering from a static bill entry service to a robust, integrated solution that provides usage optimization, asset management, and inventory management for 882 companies on the Fortune 1000.

#### ORGANIZATIONAL DEVELOPMENT

- **Envisioned and operationalized a corporate training group** to establish benchmarks, standards, and performance management tools essential to onboarding, developing, and optimize professional growth at all levels.
- **Managed integration of 9 acquisition targets over a seven-year period**, successfully migrating all employees, systems and tools onto a common platform within two-years post-close, and achieving **30% top-line cost reductions**.

#### AUTOMATION & INNOVATION

- **Established a Process Management Organization (PMO)** for identifying, implementing, and institutionalizing changes that delivered measurable results in efficiency and productivity via automation and systems improvement.
- **Introduced inventory/remote configuration solutions** for SIM cards and other components to enable collection, aggregation, and mining of data of sensors within the **Internet of Things (IoT) infrastructure for a global client base**.

#### SALES & BUSINESS DEVELOPMENT

- **Closed over 90% of the total customer base**. Built credibility with CxO decision-makers throughout the sales cycle and developed strategic alignment with sponsors at IBM, AT&T, HP, Accenture, and others.
- **Piloted a new team** to manage the entire sales cycle, and led the charge to integrate the entire mobile/fixed operation into a **unified service offering**.

#### SYSTEMS & SOLUTION DESIGN

- **Spearheaded the development lifecycle** for custom-built interfaces enabling seamless, real-time management of telecom inventory, network usage, and fee optimization for a **combined \$36B in IT expense**.
- **Architected/deployed several solutions, including a mobile management platform** complete with custom workflows, catalogs, logistics management, help desk, and expense reduction tools, to a global customer base.

COMPANY, INC., City, State | YYYY – YYYY

*PROGRESSIVE GROWTH WITHIN BILLING OPERATIONS & PRODUCT DEVELOPMENT FOR THE MULTINATIONAL TELECOM (NYSE: XXXX)*

**District Manager (YYYY – YYYY)**

Partnered with sales, marketing, billing and operations teams on market entry of various local and long distance products. Provided fiscal, operational leadership that directly improved annual EBIT value by 2.4%.

- **Built out a launch plan** for XXX services in all 50 states, including E911 solutions, call center support, logistics, and billing/collections policies.
- **Slashed billing-related inbound call volume by over 55%**, a per-call savings of over \$2.57, by reengineering the entire IVR call service process.

**Operations Manager, Remittance & Billing Control (YYYY – YYYY)**

Directed a team of 600, controlled budgets and strategy, and managed end-to-end customer operations for the consumer billing organization supporting 60 million customers from seven regional centers.

- **Collaborated with senior management and industry thought leaders** on establishing operational standards and compliance benchmarks for the exchange of data and interconnection expenses.
- **Maintained a strategic repository of competitive activity**, and continually briefed stakeholders internally on threats, opportunities, and recommended actions.

**Manager, Center of Excellence Strategic Planning (YYYY – YYYY)**

Chaired a program, sponsored by the corporate CIO, to harmonize functional areas within the residential billing organization in creation of a Center of Excellence (CLEC) for marketing, sales and customer care in the consumer market. Delivered \$250M in incremental revenue and a \$40M expense reduction.

- **Appointed Company's representative on the national CLEC Board**, an FCC-mandated program that fostered clarity and transparency in policies aligned to competitive growth.
- **Reduced overall cost to the business** by consolidating customer care centers from 18 to 7. Drove revenue through margin improvement, and steered cost control/efficiency initiatives that **yielded \$19.1M in expense reduction**.

**Manager, Billing/Supplier Accounts Receivable (YYYY – YYYY)**

Built and managed a brand new team, chartered with rollout and adoption of new billing products and services to optimize revenue recording, recognition and reporting for third-party billers.

- **Successfully negotiated agreements** across a nationwide carrier network for take back initiatives.
- **Directed a team of system engineers and conducted extensive market analysis** to build tools and platforms designed to capture and retain competitive advantage.

## EDUCATION & CERTIFICATIONS

UNIVERSITY, City, State

*Master of Business Administration (MBA)*

UNIVERSITY, City, State

*BS in Business Administration & Computer Science (Dual Major)*

UNIVERSITY, City, State – *Masters Certificate in Executive Leadership*

UNIVERSITY, City, State – *Project Management Certificate*

## VOLUNTEER INVOLVEMENT

HEALTH, City, State (YYYY – YYYY)

Joined industry and internal teams in design/implementation of disaster recovery plans for Health. Additionally, served on the project taskforce for operationalizing iPad-enabled EMR systems in the ER.