

JOHN SMITH

Chicago, IL | 123.456.7891 | johnsmith@yahoo.com

Business development manager from a technology & sales background, with over 5 years of invaluable managerial experience of working for multinational companies. Highly focused with a comprehensive knowledge and understanding of Enterprise Content Management (ECM). Currently responsible for product planning and execution throughout the product lifecycle, including: gathering and prioritizing product and customer requirements, defining the product vision, and working closely with the IT, sales, marketing and support departments to ensure revenue and customer satisfaction goals are met. Possessing excellent written and oral communication skills including presentation experience to large and diverse audiences. Currently looking for a suitable managerial position.

KEY SKILLS/AWARDS

- Strong competency with Microsoft Excel
- Frequent user of Google Analytics
- Solution-focused
- Strong research and strategic analysis skills
- Sharp Problem solver
- Client Relationship Management
- Project Management
- Excellence in Customer Partnering Award (2017)
- Language: Proficient in oral and written Spanish

PREVIOUS WORK EXPERIENCE

Airtech Solutions, Chicago, IL

Nov. 2014- Present

Business Development Manager

- Successfully managed \$2-3 million budget projects and successfully achieved the project scheduled goals
- Developed and implemented new marketing and sales plans and defined the strategy for the next 5 years
- Reviewed constantly the customer feedback and then suggested ways to improve the processes and customer service levels which increased the satisfaction rate from 81% to 95%

TechNOW Solutions , Palatine, IL

Jan. 2012-Oct. 2014

Business Development Assistant

- Increased the customer satisfaction rate by 25% by improving the customer service
- Planned, supervised, and coordinated daily activity of the junior business analysts' team
- Directed the creation and implementation of a Business Community Plan, and the management of audit programs.

Johnson Corp, Vernon Hills, IL

July 2008- Nov. 2011

Business Development Assistant

- Appointed Business Development Manager for overseas territories of Puerto Rico
- Achieved USD 1 mn. sales of license & consulting services in Puerto Rico and USD 1mn. license sales in MyTel
- Led business development in Xyfone which generated USD 6 mn. in sales

EDUCATION

DePaul University Chicago, IL

Sept. 2004-June 2008

Bachelor of Science in Economics and Business Administration

Minor in Finance

GPA: 3.4/4.0