

NAME

Address

Telephone • Email • LinkedIn URL

RELATIONSHIP MANAGER

Exceptional client relationship manager with a career spanning more than 20 years driving delivery of best-in-class client services and solutions. Demonstrated ability to liaise with customer executives and influencers to understand their business needs and build solutions proposals targeted to generate added value for their business. Adept at building trust-based client relationships that position the company to identify new business opportunities and secure additional project revenue. Strong team lead able to guide personnel in developing and delivering client deliverables in alignment with stringent quality requirements.

Customer Relationship Management • New Business Development • Account Management • Communication
ITIL • Proposals & Presentations • Bid & Tender Management • Customer Service • Technical Solutions Delivery
Relationship Building • Strategic Planning • Project Management • Revenue Growth • Process Optimisation
Stakeholder Management • Team Building & Leadership • Account Expansion • Technical Design

Active HMG Security Clearance to SC Level.

PROFESSIONAL EXPERIENCE

COMPANY, Location • 1997-Present

£1.7 billion UK division of one of the world's largest technology consulting firms, at the forefront of systems integration and technical solutions innovation.

Account Manager (2006-Present)

Drive account development and management for key client in London, nurturing and expanding on the client relationship through exceptional customer service and adroit business development. Identify and pursue opportunities to increase account penetration through sale of additional services or project work. Coordinate personnel throughout the tender and bid processes.

Selected Achievements:

- Secured a £20 million contract extension along with numerous other wins as key point of contact for development, approval, leadership, and coordination of bid responses to the client.
- Boosted the pass rate to 95% in order to win £31 million in additional project revenue through a transformation initiative to improve the quality, speed, and pass rate of the project proposal review process.
- Adapted to ever-changing client needs during contract cutover, handling staff allocation for 200 personnel on standby during determination of transferred staff requirements.
- Positioned company as a trusted advisor to the client through expert relationship management.

Desktop Domain Manager, EMEA (2005-2006)

Managed quality delivery of new business technical solutions in support of European desktop and helpdesk bids. Served as subject matter expert and strategic resource for technology solutions development, including ensuring accountability in alignment with expectations. Supervised internationally-distributed team of 8.

Selected Achievements:

- Generated a potential \$1.9 billion by facilitating successful rebid of. Recognised by company with an award for critical contributions.
- Achieved successful design and approval of major business technical solutions for the EMEA market.

Solution Architect (2003-2005)

Handled solutions design, costing, and delivery for bids, providing technical expertise and quality service in the development of technical solutions. Prepared and presented before clients to demonstrate comprehensive information on proposed solutions.

Selected Achievements:

- Supported achievement of a \$70 million contract with a Danish IT board by presenting the company's Desktop Offering before the board.
- Improved consistency and quality of bid responses after selection as Global Desktop Lead for Knowledge Management.

COMPANY, continued:

Solution Architect, Investment Management Account (2002-2003)

Liaised with the client to identify requirements and discuss proposed business technology solutions. Developed solutions architectures and designs, often conducting market research to identify the optimal technologies for client needs. Presented proposed solutions to the client and gained buy-in. Translated proposed solutions into viable technical projects and services.

Selected Achievements:

- Delivered a unique technology for traveling bankers, a service allowing zero footprint remote access.
- Received an invitation to present the remote access service at a Microsoft seminar.

ADDITIONAL ROLES:

- **Intel Solution Manager, Investment Management Accounts – COMPANY (2001-2002):** Researched and selected Intel-based project solutions. Gained buy-in from the client on funded projects and services spanning video teleconferencing, CRM, wireless PDAs, and remote access. Primary engineer and solutions architect for mobile systems at company.
- **Intel Desktop & Remote Engineering Team Manager, Account – COMPANY (1998-2001):** Drove generation of funded project work with key client. Monitored project planning and deliverables in alignment with schedule and budget goals. Achieved a 100% increase in the number of funded project managers and engineers through new project initiation.
- **Remote Access & Desktop Build Specialist, Account – COMPANY (1997-1998):** Managed client 3rd-line support for remote access technologies and desktop build management. Coordinated project implementations. Cut laptop rebuild times from 1 day to 30 minutes while eliminating the need for technically skilled personnel by deploying imaging technologies.
- **Freelance Consultant:** Managed client engagements to consult on desktop and server initiatives.
- **Support Analyst – COMPANY:** Addressed and resolved technical issues for desktops and servers. Provided contributions to project development and delivery.

FORMAL EDUCATION / PROFESSIONAL DEVELOPMENT

Degree in Progress –University

PRINCE2 Foundation Accredited

Information on management courses and training available on request.