

Information Technology, Information Technology Help Desk Analyst. Hybrid. Recent MBA graduate with sales and IT experience seeks Technical Sales Analyst position. Requirements: Bachelor's Degree, ¹ 1-2 years IT experience and/or training, ² excellent customer service skills, knowledge of Microsoft Access, Word, mail merge, Excel, Internet and graphic design, ³ and excellent oral and written communication skills. ⁴

WILLIAM J. FRANKLIN, JR.

billjfranklin@comcast.net

300 Frederick Road, Apt. 2C
Catonsville, MD 21228

Home: (888) 888-1212
Cell: (888) 777-3434

OBJECTIVE: Technical Sales Analyst, Solimar Systems, Inc.

QUALIFICATIONS SUMMARY

Accomplished technical marketing and sales value for employer with over two years' progressively responsible experience in sales, customer support, and end-user training for telecommunications technologies and services. ² Strong technical background with proven success building and managing customer relationships with major corporate and government clients. Keen problem solving, analytical, and negotiation skills. Excellent presentation and oral/written communications skills. ⁴ BS Marketing degree. ¹

Business, marketing, sales, & technology expertise:

- Business Development, Client Relationship Management, & Needs Assessment
- Competitive Product Positioning, Technical Support & Troubleshooting, Technology Training
- Strategic Alliances, Government & Corporate Partnerships
- Strategic Sales & Marketing Planning/Research, Presentations, & New Product Launch
- Managing Vendor/Supplier Relationships
- Statistical Analyses, Graphical Presentation of Data, & Competitive Benchmarking
- Wireless Voice and Data Communications, including Pagers, PDAs, and BlackBerry Products
- PC hardware, Software & Peripheral devices, including all Microsoft applications

PROFESSIONAL EXPERIENCE

Help Desk IT Analyst

NET SOLUTIONS, INC. International Unit, Washington, D.C.

[dates]

Provide first tier end-user technical support via telephone to over 8,000 staff. Assist and resolve complex technical issues and questions on Lotus Notes; MS Office XP; remote access; BlackBerry devices; and other internal software applications. Conduct remote diagnostics to troubleshoot and resolve desktop application issues.

Accomplishment:

- Currently facilitating seamless migration of windows 2000 Enterprise Desktop (ED3) to XP (ED4) and Lotus Notes R5 to Notes ND6 with virtually no interruption to workflow.

SPRINT COMMUNICATIONS, Vienna, Va.

[dates]

Fast-track promotion through positions of increasing challenge and responsibility, based on consistently strong performance in sales support, account management and technical support of multi-million dollar wireless technology contracts with Fortune 1000 companies and federal government agencies, including the Department of Defense, the CIA, and the Federal Energy Regulatory Commission.

William J. Franklin, Jr. ~ Cell: (888) 777-3434

[dates]

National Account Sales Consultant

Established and fostered relationships with government and corporate clients to promote integrated wireless data and messaging services, including pagers, PDAs, and BlackBerry products. Directly supported four Account Executives.

- Expanded and strengthened sales and marketing efforts through new product and training presentations. Contributed to new product development of key accounts.
- Challenged to identify, evaluate, and capture opportunities for upgrade or expansion of contracts.
- Provided technical support and problem resolution and led end-user training.

Accomplishments:

- Consistently achieved or surpassed team quota at 100% each month for 3 years.
- Coordinated and managed up to 30 strategic accounts simultaneously and provided direct customer support to 40-50 individual customers.
- Monitored, researched, and summarized market trends and competitor data and developed integrated product analyses for accounts executives that drove sales growth.

[dates]

Team Customer Account Executive

Integral member of four-person account service team that developed and orchestrated multi-media presentations and on-site technical training sessions for clients nationwide. Fostered open communications with customers to gather vital feedback on products, pinpoint problems, and end-user issues. Resolved diverse range of technical, service, and billing problems.

Accomplishments:

- Contributed sales support to government channel to reach over 137% of plan for [years].
- Improved customer satisfaction and retention by responding promptly to user and billing issues, staying alert to potential problem areas, and developing creative solutions.

[dates]

Regional Implementation Specialist

Integral member of a seven-person team that supported pre-sales and closing presentations for federal and corporate accounts.

Accomplishments:

- Successfully implemented over 60 accounts, improved customer satisfaction by 50%.
- Closed 20 new government and corporate accounts.

[dates]

ADDITIONAL WORK EXPERIENCE

Credit Manager, MBNA, Baltimore, Md.

Managed up to 500 customer loan and real estate accounts. Generated new business leads, cross-sold financial services, and refinanced loans through cold-calling, telemarketing, and field sales.

[dates]

EDUCATION

Bachelor's Degree, Marketing,¹ Temple University, Philadelphia, Pa.

[dates]

COMPUTER SKILLS ³

Proficient in popular applications, including Microsoft Windows, Excel, Word, Access, PowerPoint, Outlook, and Works; Lotus Notes; WordPerfect; Adobe Acrobat, Illustrator; Internet applications. Expertise with specialized data management, mail merge and analytical software.