

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.

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National Account Sales Consultant

[dates]

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.

Team Customer Account Executive

[dates]

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.

Regional Implementation Specialist

[dates]

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.

ADDITIONAL WORK EXPERIENCE

Credit Manager, MBNA, Baltimore, Md.

[dates]

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.

EDUCATION

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

[date]

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.