



# ROBERT RHODES

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Client Success & Sales Executive

Customer Experience (CX)

Solution Sales

## Optimizing Customer Success Throughout the Entire Project Lifecycle



**Professional Summary:** Trusted customer advisor and multidisciplinary expert with steadfast career record of driving rapid sales growth and exceeding client expectations. Respected for connecting with clients from all professional levels, analyzing diverse businesses, identifying untapped opportunities, and delivering innovative solutions that drive millions of dollars in revenue. Adept at demystifying complex concepts to non-technical audiences. Exceptionally talented at turning around and delighting at-risk customers.

**Grew Sales \$16M+ in 5 Years | Conducted Client Engagements in 17 Countries | Maintained 4.97/5.00 CSAT Scores at 4,800+ Sites  
Reduced Open Tasks/Issues by 85% | Brought Sales of a Single Solution to \$5M | Achieved 100% On-Time Project Delivery**

### Core Competencies

- Customer Satisfaction & Retention
- International Project Management
- Client & Stakeholder Engagement
- Key Account Management
- Tier I & II Issue Resolution
- Pre- & Post-Sales Support
- B2B & B2C Sales
- Client Training
- Technical Support

## Professional Experience

### ABC Enterprise Solutions, Austin, Texas

04/2011 to Present

Billion-dollar provider of unified-communications-as-a-service (UCaaS) solutions in 17 countries.

### Global UCaaS Sales Engineer / Client Experience Manager, 10/2014 to Present

Optimize the client experience and ensure a smooth transition to ABC's voice platform. Maximize customer satisfaction while traveling around the world to hundreds of client sites across North America, Europe, Australia, and Asia. Make sure all requests are fulfilled, issues are quickly resolved, and end users are fully trained/supported.

**Wear many different hats:** Act as the lead voice engineer, subject-matter expert (SME), onsite engineer/trainer, and trusted advisor. Train new Customer Technical Support Representatives and help Client Support organization complete escalated support tickets. Win repeat business through close client relationships; commonly requested by clients to be present in top-level meetings.



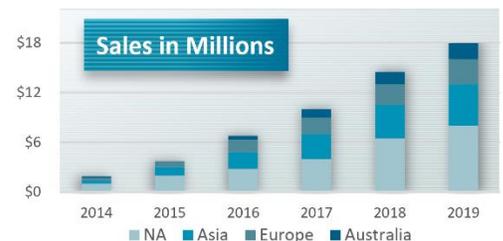
**Delight 60,000+ users across 4,884 global sites:** Generate \$18 million in annual revenue and maintain a 4.97/5.00 customer satisfaction rating while conducting weekly client engagements. Collaborate with top executives at Fortune 500 companies and global firms from the following industries:

Manufacturing | Finance & Banking | Healthcare | Restaurant | Telecommunications | Real Estate  
Oil & Gas | Pharmaceutical | Law | Aerospace | Travel | Hospitality | Logistics | Transportation  
Education | Information Technology | Retail Sales | Consumer Goods | Radio | Entertainment

### All income generated through personal client engagements:

**Annual revenue across global accounts: \$1.9+ million in 2014 to \$18+ million in 2019**

- **North America accounts:** \$1+ million in 2014 to \$8+ million in 2019
- **Asia accounts:** \$500,000+ in 2014 to \$5+ million in 2019
- **Europe accounts:** \$300,000+ in 2014 to \$3+ million in 2019
- **Australia accounts:** \$100,000+ in 2014 to \$2+ million in 2019



### Delivered Results

- **Reduced open tasks/issues 85%** after go-live phase of implementations. Revamped customer support process for ABC's helpdesk; set new standards and increased helpdesk capacity.
- **Shrank average ticket resolution time from 7+ days to nearly real-time completion** in just 2 months. Formed fulfillment team with 4 dedicated representatives focused solely on customer MAC tickets.
- **Successfully built and trained company's first helpdesk in the Philippines**, which is now a 30-person organization. Extended the US-based fulfillment team and employed accelerated provisioning methods.



**Strategic Project Manager, Client Services, 01/2012 to 10/2014**

Ran Project Management Office (PMO), delivered VoIP solutions to high-revenue clients, and expertly managed some of the company’s largest implementations. Strengthened relationships through client engagements by assessing needs, practicing active listening, and inspiring trust. Identified gaps and pain points with the goal of fixing every problem and inconsistency across all client sites. Introduced best practices and created training programs. Provided strategic direction and vision for future system deployments. Led and motivated 2 project managers to peak performance levels.

**Delivered Results**

- **Generated \$1.5+ million in annual revenue** after completing implementation across 178 client sites worldwide. Started project within 2 days of hire and finalized global deployment in just 3 months.
- **Brought non-recurring technical service revenue from \$40,000+ in 2012 to \$250,000+ in 2014.** Determined and promoted the best solutions after working closely with customers to bridge gaps between business needs and end-user functions.
- **Swiftly turned around at-risk accounts.** Frequently called upon to manage and rescue troubled accounts. Immediately resolved complex issues and calmed excited stakeholders.
- **Consistently exceeded customer expectations** by delivering projects on time, within budget, and with exceptional quality. Continually improved solutions for future clients. Recommended changes and redesigns after leading onsite design analysis.

**XYZ Communications, Austin, Texas**

**05/2006 to 12/2011**

*Leading provider of hosted VoIP and managed telecommunications within the United States.*

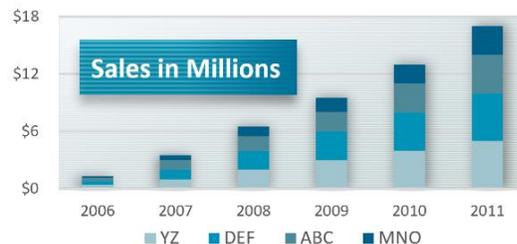
**Manager, Client Implementation Services**

Worked with C-level clients as a VoIP SME for large multi-site deployments. Led solution migrations and integrations, and assisted sales force throughout the complete sales cycle. Hired, trained, and led 20 direct reports to optimize customer retention and satisfaction. Oversaw client implementation/training while managing \$16 million P&L.

**Increased sales by customizing functions for each unique client:**

**Annual revenue across all solutions: \$1.3+ million in 2006 to \$16+ million in 2011**

- **YZ sales:** \$850,000+ in 2006 to \$5+ million in 2011
- **DEF sales:** \$200,000+ in 2006 to \$4.5+ million in 2011
- **ABC sales:** \$150,000+ in 2006 to \$3.5+ million in 2011
- **MNO sales:** \$100,000+ in 2006 to \$3+ million in 2011



**Delivered Results**

- **Opened \$700,000+ annual revenue stream with a single client** after the first global deployment of YZ across 80 sites. Provided data, voice, and telephony solutions at international locations, including oil rigs in the middle of the ocean.
- **Boosted customer satisfaction rating 60% and improved product reliability 48%.** Proactively identified/mitigated risks and upheld high quality standards.
- **Achieved 100% on-time project delivery and increased organizational efficiencies** by authoring manuals on operational processes, installation procedures, and product development/presentation.

**Past Success:** ✓ Worked as a Sales Executive, Technical Account Manager, and Project Implementation Manager at Time Warner.  
 ✓ Oversaw hiring and recruiting functions as a Technical Recruiter for New Business Development at XYZ Technologies.  
 ✓ Starred as “Outrageous Rob” on local kid’s show as an on-air performer/coordinator at WOGT FOX-33.

**Education & Professional Development**

**Bachelor’s Degree in Communications, The University of Texas at Austin**

*Courses:* VOSS-4-UC Overbuild | VOSS-4-UC Client Provisioning & Management | CUCDM Client Provisioning

*Additional Training:* Network Skills Academy, Pace University | CISCO Network Skills Academy, Hillsborough Community College

## Résumé Strategy

What made this particular client special was not only his ability to quickly generate multimillion-dollar sales growth, but his advanced proficiency in every facet of the technical sales cycle, from pre-sales activities to post-sales follow-up. Therefore, I emphasized this distinguishing characteristic before even starting the opening summary.

The client was open to many different types of technology sales roles across any industry, so I added the Core Competencies section in case he needed to swap out keywords as needed to elevate his ranking within applicant tracking systems (ATS).

To further illustrate his ability to help customers throughout the entire sales process, I created a “wear many different hats” section, followed by a paragraph to remind the reader of his awesome scope of global sales leadership. To the left of this paragraph, I created a global map where every country he served is indicated in dark blue.

I also added a list of industries for ATS purposes. At this point, the client had serviced every conceivable industry, and I wanted him to have an area to swap out important keywords as needed to better target different opportunities.

To spotlight sales growth across different categories/countries, I designed stacked-column sales charts.

Since this client had a conversation-starting background prior to his career in sales, including playing a character on a children’s television show, I added a unique “Past Success” section.

This résumé was designed to be completely ATS friendly. The logo, project lifecycle bar, map, Core Competencies call-out box, sub-headers, and charts are all PNG images placed in front of or behind the text. All of these images disappear in ATS, and all of the information they capture is repeated within the regular text/content.

The enclosed images show exactly how this technique was employed and how the résumé automatically formats when the Word document is resaved as a.txt file.

