**First Name of Application CV No 1649664**

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**PERSONAL PROFILE**

An experienced professional in sales, business development and key account management in telecommunication industry with the capability of administrative management for 8+ years who is looking for a career growth in a competitive environment.

**Qualifications:** Project Management Professional (PMP), MBA in strategic management at the University of Middlesex, London – UK, a BSc (Hons.) Information Technology, majoring computer systems and networking at SLIIT, Sri Lanka. Followed programs on Six Sigma and ITIL and yet to be certified.

**Managerial Positions Held during past 5 years**: Key Account Manager, Business Development Manager

**KEY ACHIEVEMENTS**

* **Key Projects and Account Management Achievements**
  + Brought in the first Microsoft Assure customer on board and successfully renewed the contract with an upgrade for the second year.
  + Successfully sold 8 Enterprise Agreements including 1 Cloud base EA and continued on renewals of all the agreements.
  + C-Level management and key stakeholder mapping of top end corporates for better understanding of their corporate needs pain points that helps pitching the right solutions at the right time.
  + Direct Engagement with key stakeholders and influence on solution selling that enables achieving consistent 15% annual growth on overall sales target.
  + Sit at the client end corporate IT planning meetings and help them plan on long and short term IT road map
  + Involved from the stage of selling Oracle e-business suite ERP solution to a top end newspaper company and handled the project through the implementation phase that comprises with two overseas resources from a third party organization.
  + Successfully managed the cost allocated for resources and managed the challenges in partner agreements to the best interest of the organization.
  + Successfully managed to sign an agreement with the implementation partner to transfer domain knowledge to in house resources and saved 60% post implementation cost which would have occurred with foreign resources.
  + Handled post implementation training for the stakeholders in classroom sessions, pocket meetings , workshops and one on one meeting with C-level management and effectively handle the change management process that enabled a smooth transition between systems.
  + Successfully handled global infrastructure upgrade project that comprises with four different countries (USA, Canada, Singapore and Sri Lanka) and four different vendors (Cisco, Palo Alto, Riverbed and CommScope) and completed the project in given time frame without any delay.
  + An environmentally challenging project with so many dependent parameters was successfully delivered which involved providing fiber infrastructure and Cisco -Mekari cloud enabled WiFi to four island resorts in Maldives that in turn connected via active network with Male head office and group head office in Sri Lanka. The project was successfully handled within budget and gross profit of 500K USD.

**COMPETENCY LEVEL**

|  |  |
| --- | --- |
| **Skill** | **Level** |
| Gathering Customer Specific Requirements | Expert |
| Customer Relationship Management | Expert |
| Presentation Skills | Expert |
| Communication Skills | Expert |
| Computer Literacy | Expert |
| Negotiation Skills | Expert |
| Applications on Near Field Communication | Expert |
| Organizational Process Excellence and Performance Management | Expert |

**EMPLOYMENT EXPERIENCE**

* **Independent Research Consultant -** (September 2015 – December 2015)

**Project Summary**

A confidential research carried out for SriLankan Airlines on the subject of economically viable jet fuel supply chain and proposed approaches for reducing the existing jet fuel cost.

**Responsibility Summary**

* Studying of the existing price mechanism of the jet fuel
* Studying the market dynamics in jet fuel both local and regional basis
* Use statistical analysis on the existing price to determine the future trends
* Jet fuel price forecast and how it will impact on overall airline cost
* Studying the existing geographical structure of the two main airports (KIA and MRIA)
* Proposed both long term and short term options for reducing the jet fuel price
* Presented with a white paper on the study and how jet fuel price will affect the competitiveness on the overall airline pricing structure
* **Millennium Information Technologies, the Enterprise wing of London Stock Exchange Group -** Account Manager – Strategic (March 2012 – September 2015)

**Responsibility Summary**

* Managing existing customer accounts effectively by advising on required optimum solutions
* Propose new solutions, tactics and strategies to existing clients
* Providing proposals, presentations and quotations to potential and existing customers
* Offering strategic advice to customers on different technologies
* Work effectively and lead the team members to achieve the set financial target
  + Motivate, encourage and nurture team members to achieve the set objectives
  + Act as the escalation point for team members and assist in resolving matters on client matters
* Share knowledge on political situations of both internal and external (client) environments
  + Setting goals, objectives and KPIs for the team members and work towards accomplishing them
  + Provide status updates on customer accounts, intended strategies on winning a projects at the management meetings (Quarterly / Annual)
  + Share and discuss the team performance information with the management
  + Discuss and take actions on individual team performance
* **Exetel Communication Lanka Pvt Ltd, a subsidiary of Exetel Pty Ltd Australia -** Business Development Executive – Residential Sales and Support (January 2010 – March 2012)

**Responsibility Summary**

* + Assist executive management with overall sales strategy, account development & forecasting.
  + Provide support to account administration team based in Australia.
  + Work in collaboration with management and other stakeholders to ensure a successful implementation of services.
  + Maintain an understanding of customers business and knowledge on customer needs, buying cycles, and create strong relationships to effectively drive sales and repeat business.
  + Understand and anticipate the customer’s strategic plan and propose solutions that meet their needs.
  + Have constantly met or exceeded the annual sales top line revenue and margin goals as defined by management.
* **Dialog Axiata PLC –** Account Executive – Enterprise Solutions (July 2008 – January 2010)

**Responsibility Summary**

* **Lanka Communications Services Pvt Ltd, a subsidiary of Singapore Telecom**

Technical Support Executive - Pre-sales (November 2007 – July 2008)

**Responsibility Summary**

* + Development and Delivery of Product Demonstrations Customer Evaluation and Implementation Support
  + Technical Writing and RFP Responses
  + Attending events and evangelizing around telecommunication technologies such as VPN, Leased Lines, BGP, Metro Networks, etc.
  + Respond to requests for product information by customers and partners. Assist customers with product comparisons, systems requirements and recommendations
  + Partner with the Account Executives to develop and deliver presales product demos, technical presentations and sales proposals
  + Develop and maintain a working knowledge of competitors' products, services and of emerging trends in Telecommunication market
  + Provide input to internal teams, such as engineering and product management, on feature enhancements and new releases

**EDUCATION**

* Master of Business Administration in Strategic Management at University of Middlesex, UK. Duration : 1 Year and 10 Months (September 2012 to December 2014)
* Edexcel BTEC Level 7 Extended Diploma in Strategic Management and Leadership at International College of Business and Technology, Sri Lanka. – Duration : 1 Year (August 2012 to November 2013)
* B.Sc. (Hons.) Information Technology, Specialized in Computer Systems & Networking at Sri Lanka Institute of Information Technology, Malabe, SRI LANKA – Duration : 4 Years (2004 January – 2008 February)

**PROFESSIONAL CERTIFICATIONS AND MEMBERSHIPS**

* PMP - Project Management Professional Certification (No: 1841538 )
* Member of Project Management Institute since 2012

**PERSONAL INTERESTS**

* Travelling around the world exploring new cultures and ethnicities
* Admiring the beauty of the nature and animals
* Meditation and Yoga
* Extreme Adventures
* Networking and helping others