

EDUCATION: TEMPLE UNIVERSITY | Fox School of Business, Philadelphia, PA
Bachelor of Business Administration | Management Information Systems

ACTIVITIES AND AWARDS:

- Recipient Rosemary Baisch Memorial Scholar May 2015
- Member, Temple Association for Management Information Systems August 2014 – Present

IBUSINESS TECHNOLOGIES | New York, NY, Chicago, IL, Philadelphia, PA September 2016 – Present
Director of Business Development

- Developed scope and requirements for large-scale field-based, national retail, and healthcare device implementations.
- Established the firm as an authorized Apple Reseller and Apple Business Service Provider.
- Partnered with Apple Financial to extend credit to customers for hardware purchases.
- Scouted, interviewed, on-boarded, and managed telesales and graphic design teams.
- Managed sales pipeline and forecasting for MobiliForms solution.

Director of Strategic Partnerships August 2015 – September 2016

- Forged relationships with 7 untapped national associations to diversify our client-base.
- Created and implemented HTML drip marketing campaigns for 7 associations – GBCA, MCAA, NAEC, NFSA, NECA, SMACNA, and NADCA.
- Led conference calls and web demos to demonstrate both MobiliForms and custom iOS solutions to association partners, Verizon, and Apple.
- Responsible for social media outreach i.e. Twitter, LinkedIn and Google+.

Apple Relationship Manager June 2014 – August 2015

- Established partnerships with 450+ Apple B2B sales teams and mutual customers.
- Responsible for calling 350-400 leads/week and scheduling 4-5 customer facing demos.
- Recorded and edited tutorial videos for client support, reducing helpdesk ticket volume.
- Coordinated all national events held in Apple Briefing Rooms and Enterprise Centers.
- Liaison to national Apple B2B sales teams and respective customer referrals.

APPLE, INC. | Philadelphia, PA, Cupertino, CA August 2010 – July 2014
Business Account Manager

- B2B sales account manager and liaison to a personally developed customer base of 3,000+ highly valued enterprise, government, and academic clients.
- Proven track record in client and account management; exceeded sales goals of \$78K weekly for thirteen weeks running – set a market revenue record of \$120K in one week.
- Demonstrated thorough understanding of PC and Apple computing environments with the ability to engineer solutions customized for each client situation.
- Orchestrated and presented business networking events in excess of 10 attendees on average.
- Peer-elected as team leader and mentor of professional development.

Global Retail Market Support – Career Experience January – April 2013

- Provided support and direction to Apple Retail Business teams on a global scale.
- Instituted weekly conferences between EMEA and AMR retail support.
- On-boarded and trained new team members, i.e. North American Operations Manager.
- Authored and curated Retail Business support documents on company intranet resource.
- Recognized an accounting error in the leasing and financing program that resulted in a permanent process change and review of several internal process guides.
- Maintained a service ticket based help desk, identified trending issues, and executed on average 70-185 tickets per day with an SLA of 4 hours or less.

INFORMATION TECHNOLOGY SKILLS AND EXPERIENCE:

Analysis:	SAS Enterprise Miner, Tableau
Database Management:	SQL, SAP
Web Development:	HTML, CSS, PHP (Basic)
Project Management:	Microsoft Project, Omni Plan, Basecamp
Mobile Device Mgmt.:	Air Watch, Casper Suite, Meraki
Additional Software:	SQL Server, Mac OS X Server, Salesforce, Daylite, VMware, Parallels, GoToMeeting, WebEx, Microsoft Suite, iWork Suite

LANGUAGES & CERTIFICATION:

- Apple Mobile Certification: iOS-iPod Qualified | License 9L0-252
- French (Basic)
- Japanese (Basic)