

MARIA MANGO

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SALES OPERATIONS EXECUTIVE

Business Development | Strategic Planning | Global Supply Chain Leadership

Strategic business leader skilled in conceptualizing, developing, and executing game-changing sales operations solutions. Six Sigma-educated project manager with track record of achieving profitable business results and streamlining operations. Proven coach and mentor of talent.

CORE COMPETENCIES & SKILLS – Major Account Development • International Operations Management • People Leadership • Channel Growth Strategy • Demand Planning • Supply Chain Optimization • Account Management • Quality & Productivity Improvement • Sales and Operations Planning • Operations Management • Six Sigma • Process Engineering • Relationship Management • Influencing • Project Management • Spanish Fluency

PROFESSIONAL EXPERIENCE & SELECTED ACHIEVEMENTS

TELECOM SOLUTIONS, INC.: Plantation, FL

2012–Present

Senior Manager, Global Channel Sales Program Lead

Direct strategy, planning, and operations of \$2.5B distribution channel partner program for global Telecom Solutions (TSI) organization, leading implementations to develop new routes to market. Establish and drive standards for revenue and service for more than 8,000 partners generating 55% of corporate revenues. Influence and engage regional business leaders to execute channel strategies and programs in markets. Manage demand planning. Lead team of up to 12 operations, IT, marketing, and project management professionals.

- **Implemented global channel partner program.** Defined model and worked with in-country partners to gain acceptance and apply consistent program framework for global program.
- **Increased customer satisfaction and loyalty through creation of Partner Support Team,** empowered to resolve issues and enhance customer interaction.
- **Improved distributor qualification and approval process by restructuring onboarding program.** Worked with IT to develop onboarding website, speeding qualification process and improving partner satisfaction.
- **Maintained steady sales performance in challenging market sector.** Developed incentive programs by rewarding partners for growing business and driving customer loyalty through value add programs.
- **Spearheaded development of global channel partner scorecard application in conjunction with IT and executive leaders,** providing partners real-time performance dashboard.
- **Achieved 70% partner participation in North American launch,** driving customer-centric sales and service behavior via real-time monitoring of performance data.
- **Generated \$3M in incremental revenues via inside sales demand generation program** developing qualified leads for channel partners. Exceeded industry benchmarks for sales closure rates.
- **Developed members of staff into elevated roles through individual coaching and mentoring.**
- **Cleared \$2M in obsolete inventory by streamlining forecasting and product planning process in Brazil.** Improved client satisfaction, enhanced product planning, and increased accuracy of forecasts.
- **Driving \$1M deployment of software application developer marketplace** as member of cross-functional task force. Building new route to channel market for 40+ vendors of embedded applications.

TELECOM SOLUTIONS, INC.: Plantation, FL

2000-2012

Director of Sales Operations, Latin America North (2006-2012)

Led supply planning function for TSI's Sales & Operations team in Mexico, Central America, the Caribbean, and portions of South America, with responsibility for demand planning, forecasting, and replenishment of inventory for territory representing \$2B in yearly revenues. Worked in conjunction with marketing and business operations to develop projections. Directed international team of 12 managers and analysts across region.

- **Reduced annual supply chain costs by \$3M** by reengineered sourcing process for Latin America, saving 10% by directly sourcing supplies from China and eliminating warehousing operations in Texas and Brazil.
- **Led cross-functional team including factory leaders and suppliers** in redesigning supply chain, identifying efficiencies, and realigning service delivery model.
- **Doubled accuracy of forecasts in Latin American market during highly volatile market conditions.** Consulted with key customers to enhance quality of data inputs and understanding of sales trends.
- **Drove \$5M inventory reduction of finished handsets at Brazilian manufacturing facility,** collaborating with Sales and Finance teams to increase demand through downward price adjustments.
- **Promoted analyst into manager-level role** as result of individual development plan and mentoring.
- **Prepared supply planning for launch of RAZR handset in Latin America.** Achieved highest single-unit product shipment in TSI and industry history.

Key Account Manager, Service Operations and Reverse Logistics (2004-2006)

Sales Operations Manager (2000-2004)

Hired to manage service operations and relationship with distribution center. Promoted into position of increased responsibility, coordinating \$25M in handset repair operations at outsourced repair center in Tennessee servicing 500K+ phones annually and with a repair staff of 60. Directly managed team of 5 including engineers, technicians, and project manager.

- **Generated \$5M in quarterly revenues by driving focus** on correct categorization of out-of-warranty claims. Applied Six Sigma methodology to identify root cause.
- **Reduced annual repair costs by \$1M via redesign of process flow,** ensuring safety and quality procedures were correctly implemented and reducing waste.
- **Led 2 service contract negotiations with Nextel and Sprint on behalf of TSI.**

ARTHUR ANDERSEN LLP: Miami, FL

1997-2000

Senior Business Consultant

Managed all aspects of software development, testing, and implementation for world-class consulting firm. Led rollout of PeopleSoft HR/Payroll solution, averted client Y2K changeover issues, and implemented software testing tool streamlining results generation.

EDUCATION & TRAINING

UNIVERSITY OF MIAMI SCHOOL OF BUSINESS ADMINISTRATION: Coral Gables, FL

Master of Business Administration in International Business

FLORIDA STATE UNIVERSITY: Tallahassee, FL

Bachelor of Science in Computer Science and Management Information Systems

Miller-Heiman Sales Way Training