

Thomas R. Telecommunications

259 Network Street
Boston, MA 02100
617/ 000-0000

TELECOMMUNICATIONS INDUSTRY

Capabilities:

- Develop sales/marketing strategies and training programs.
- Establish comprehensive leads network within the telecommunications industry.
- Promote Other Common Carrier (OCC) service to major potential users.
- Utilize extensive knowledge of network competitive services and call-accounting systems.
- Manage large staffs of sales and telemarketing professionals.
- Research, analyze, and resolve corporate telecommunication problems.
- Develop, monitor, and upgrade network facilities with sensitivity toward cost effectiveness.

Achievements:

SALES

- Spearheaded growth of overall sales of long-distance service from \$0 to \$9M within two years.
- Personally increased customer base for major OCC by 50%.
- Sold \$100K in telephone equipment within 6 months during the industry infancy.
- Closed 20 new hotel accounts generating \$100K monthly revenues for long-distance carrier.
- Sold first UNIX-based call-accounting software to AT&T Information Systems (ATTIS).
- Facilitated the initial sale of call-accounting software to a Bell Operating Company (BOC).

SALES TRAINING

- Designed and implemented sales training programs for long-distance carriers.
- Hired and trained sales and customer service agents and area managers.
- Created sales training manual for use by agents and managers.
- Taught telemarketing techniques to long-distance carrier representatives.
- Provided on-the-job supervision of telephone equipment sales representatives.

SALES MANAGEMENT

- Wrote 3 major business plans for long-distance carriers and call-accounting manufacturer (OEM).
- Designed and implemented sales and marketing programs for long-distance carriers and call-accounting OEM.
- Supervised 60 outside sales representatives, regional sales managers, customer service personnel, and telemarketing staff.

TELECOMMUNICATIONS ANALYSIS/DESIGN

- Performed equipment analyses resulting in detailed design recommendations for high technology companies, manufacturing firms, the food industry, educational facilities, and professional firms.
- Developed voice networks for a New England university and long-distance carriers.
- Delivered presentations on the selection of hotel call detail recording (CDR) equipment and resale opportunities for the hotel industry.
- Presented seminars to members of the broadcasting industry and hospital community on the selection of long-distance facilities.

Employment:

INDEPENDENT CONSULTANT • dba LKO Associates, Boston, MA (1981 to present)
AREA MANAGER • FHI Communications, Boston, MA (1979 to 1981)
MARKETING REPRESENTATIVE • DFE Telephone, Boston, MA (1978 to 1979)

Education:

BACHELOR OF ARTS • INH University (1978)
Honor Society; "Who's Who Among Students in American Universities" Award

