

CLIENT NAME

City, State • email@gmail.com • 555-555-5555

AREAS OF EXPERTISE

Organizational Development
Talent Management
Account Leadership
Strategic Planning
Investment Advising
Technology Solutions for FinTech
Cloud Transformations
Market Development Strategy
Major Revenue Growth
Influential C-Suite Leadership
Corporate Governance
Scaling & Driving Growth
Business Development
Negotiation & Deal Structuring
Risk Analysis & Management
Market Analysis & Insights
Project & Product Management
Client Experience & Satisfaction
Technology Transformations
Industry Networking
P&L Control

BUSINESS LEADER

Driving business strategy and exceeding revenue goals by building strong partnerships with clients based on transparency and accountability

High-caliber, tenacious business executive focused on opportunity pursuit and capability building to achieve aggressive revenue goals and major client engagement. Recognized in the industry for building ambitious, goal-focused teams and assigning talent where they deliver their best results. Skilled in developing sales professionals to magnify their expertise, while salvaging underperforming relationships with major clients and regaining trust. Offer exceptional business acumen, allowing companies to achieve their mission in stable and challenging economic times.

- ***Progressed through a broad range of roles at Accenture, starting with Anderson in India and moving into turnaround operations in the USA in 2006, recently growing performance to diamond clients with \$100M in revenue.***
- ***Known for leading transformational strategy and program advising for high-value clients, propelling revenue from \$192M in 2017 to \$396M in 2020, a 150% increase in sales.***
- ***As a key leader in North America, developed a professional network of 11,000+ experts in financial services segment.***
- ***Established partnerships with major banks in the Midwest and Canada.***
- ***Empowered teams to achieve ambitious goals with innovative solutions.***

PROFESSIONAL EXPERIENCE

COMPANY • Chicago, IL • 2001 to Present

Portfolio Leader – Financial Services, US Midwest | Sr. Managing Director (2017 to Present)

Orchestrate technology sales for the largest Accenture unit (Midwest) in North America. Oversee a portfolio of \$415M technology products and services for the financial sector. Manage performance and guide team building to ensure alignment with business goals and strengthen relationships with new and existing clients. As a change catalyst, advise C-level executives of mid-market banks on the impact of technologies on business and next-generation solutions for their objectives. Develop new client relationships, onboarding several major clients per year. Own 50% of the P&L for the \$450M plan and oversee overall P&L for accounts (\$150M) as Client Account Lead and Technology Services Lead. Redefine go-to market strategy to deliver accelerated growth leveraging industry platforms via eco-system partnerships, Cloud, Digital and Modern Engineering practices. Regularly expand P&L responsibilities by serving as an advisor and transformation partner to new clients. Strategize new offerings, capabilities, and talent development for future profitability.

- Leading a team of 30+, solidified winning sales and delivery groups to plan and execute portfolio growth. Achieved 100%+ profitable sales growth over a 3-year period (\$192M in FY17 to \$450M in FY21).
- As a Program Lead, aligned 3 large clients (banks that processed 3B loans) allowing small businesses better access to loans and putting together a product, technology platform, and resources. Created scalable and repeatable solutions for banks of a similar profile, resulting in improved business and customer base growth.
- The initiative to stitch ecosystem partner products and develop a loan origination system for CARES Act was achieved in record 20 days.

Team Building
&
Development

Large Account
Leadership

Market
Growth
Strategy

Sales &
Revenue
Growth

- This platform processed loans worth \$3B Portfolio technology sponsor for integrated business focused deal shapes.
- Led a team of 250+ in creating a payment processing function; slashed transaction conversion time from 45 to 25 seconds and steered the client account to ensure data-driven decision-making and guide significant investment decisions.
- Identified gaps in client's capabilities (major insurance company), developed recommendations for the next 5 years, and analyzed cost structure to help the client stay relevant. Signed a \$96M deal for LOB transformation including all the range of Accenture services, strategy planning, consulting, back office, and Cloud transformation project.
- The client was able to institute better customer journey and improved benefit offerings.

COMPANY • Chicago, IL • 2001 to Present

Portfolio Leader – Banking, US West and Canada | Managing Director (2016 – 2017)

Steered delivery, sales operations, and alliances with partners, establishing a top-performing sales functions while leveraging extensive expertise in client account leadership. Defined goals and instilled a culture of ambition by instituting talent structure, processes, and technologies. Led a team of 25 sales professionals in the US and Canada.

- Revolutionized the mindset, focusing attention and business goals on the Midwest as the industry growth market.
- Within 2 years, built key relationships with 10+ institutions by offering consulting, technology, and all other services.
- These foundational clients contributed \$120M+ in revenue annually.
- Strengthened capabilities in building alliances and infusing growth within Accenture through active involvement in identifying, selecting, shortlisting, and commercializing the partner structure for FinTech alliances.
- Signed major agreements with ACI Payments, D+H, and Adyen.
- Defined joint go-to market strategy, financial goals, and account plan for delivering financial results to Accenture and partnerships, evolving them into global collaborations generating annual revenues of \$60M+ in platform sales and incremental systems integration arrangements.

COMPANY • Chicago, IL • 2001 to Present

Turnaround Specialist - Financial Services, NA (2006 – 2015) | Managing Director (2014 – 2015) | Sr. Manager (2006 – 2013)

As the Engagement Lead, strategized and guided 4 of the largest programs in need of course correction. Revitalized failing relationships with major clients and identified directions for investment of commercial financials. Created and developed a cohesive team by placing talent where they can deliver their best performance based on strengths; restructured the teams. Designated P&L leader for major deals needing leadership attention. Improved transparency in client relations, emphasized accountability, and took ownerships of problems, resulting in major improvements in client loyalty and trust. In partnership with the clients, developed a structured plan to achieve results. All 4 clients are now diamond clients.

- Laid out the foundation plan for Ace Insurance (now Chubb) for a global services engagement. Turned around an underperforming relationship, defined challenges, analyzed perspectives, gained leadership buy-in, and successfully completed the project. Received unanimous support of the proposed solutions.
- Led with accountability for previous problems; gained clients' trust and support.
- Successfully transitioned and transformed top 4 scaled technology programs in North America delivering client business outcomes, profitable growth, and strategic relationship for the longer term.

"Client leads a team that engages with our CALs as larger sales opportunities come up and also engages personally in white space areas where he identifies potential growth. This year, Client supported numerous clients, including USBank (breaking into tech), Alliance Data Systems (\$10M AO opportunity), Progressive Insurance (expanding tech presence), Grange Insurance (IT outsourcing), Trustmark (new client AO), and several others. I am very grateful for Client's leadership in the difficult COVID days." Paula O., Senior Managing Director, Financial Services

EARLY CAREER

Startup Operations Lead – India Delivery Centers | Progression to Senior Manager – Accenture

e-Commerce Growth Start-Up Lead – Private Label Card Services Major Specialist – Accenture

Expert System Scheduling Lead – Flat Products Complex Manager – Tata Steel (Information Technology Services), India

EDUCATION & PROFESSIONAL DEVELOPMENT

Executive MBA – Ross School of Business, University of Michigan, USA

Engineering (Computer Science) – National Institute of Technology, Jamshedpur, India

Strategic Cloud Advisor – Carnegie Mellon University

Living Systems Coach – Financial Services advisor for integrated deals involving strategy, consulting, technology and operations

Effective negotiations, Storytelling workshop – Accenture University