

THOMAS M. SMITH

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EXECUTIVE LEVEL MANAGEMENT GLOBAL SALES • MARKETING • BUSINESS DEVELOPMENT

“Hands on” executive with +16 years international market development, IT infrastructure upgrades, multimillion dollar revenue generation and effective long/short term strategic planning.

- Closed accounts with Key Corp., Mellon Bank, US Airways, FORE Systems and Progressive Insurance.
- Rocketed \$40M in new account revenue for CompuServe Network Services < 24 months.
- Spearheaded a \$120M global services business with multiple P&L's across 60 countries.
- Led the iPass IPO, the most successful of 2003 at a market cap of \$1B.

PROFESSIONAL EXPERIENCE:

Director, Global Complete Services

2006-Present

KENNAMETAL, INC. Latrobe, Pennsylvania

Travel extensively to clientele in Europe, Asia, North and Latin America to analyze operations “on the ground” and create an effective 5 year strategic plan. Oversee 6 diverse business units with the corporate structure including Supply Chain Services, Comprehensive Services, Process Optimization, Reconditioning, Recycling and Education.

SUPERVISION.

- Oversee +100 personnel of diverse languages creating a team environment and culture of performance.
- Utilize Green Belt certified personnel around the world in out-sourcing specialized projects for client businesses.
- Lead HR functions: recruitment, hiring and training of highly qualified professionals.
- Supervise general manufacturing and industry-specific training classes within the Education unit.
- Aid in global delivery of +200 e-learning, instructor-led and customized courses.

OPERATIONS DEVELOPMENT.

- Manage all P&L, budgeting, strategic development and sales functions for multiple business units.
- Direct acquisitions, cost cutting efforts and HR functions.

BUSINESS ENHANCEMENT.

- Spearhead Top Grading IDPs, succession planning, disruptive service strategies and Matrix Management principles to drive business footprint.
- Administer procurement, logistics and coding efforts to purchasing tools for re-sharpening and return.
- Develop service solutions including software and hardware delivering 10%-50% on client supply chain costs.
- Champion lean best practices and process optimization to increase client productivity 10% - 30%.

REVENUE GENERATION.

- Rocket revenue \$30M < 2 years via development of effective turnkey systems and services programs.
- Save \$2M through launch of a buy back program to reduce raw material costs.
- Achieve multimillion dollar growth within 2 years.

Vice President, Sales and Marketing

2004-2006

TOOLING UNIVERSITY, Cleveland, Ohio

Hired to develop sales and business development efforts for online educational facility serving 20K students.

OPERATIONS DEVELOPMENT.

- Ensured best business practices were followed and operations were running per corporate objectives.
- Collaborated with Fortune 500 leaders in resource development.
- Built professional sales team and operations from ground up.

Tooling University Cont...

BUSINESS ENHANCEMENT.

- Led marketing efforts to targeted demographics increasing enrollment and corporate partnerships.
- Participated in trade shows to build awareness, develop contacts and leads.
- Oversaw cold calling and direct/indirect initiatives.

REVENUE GENERATION.

- Boosted annual sales revenue from \$200K to \$5M < 24 months.
- Supervised budgeting and P&L functions.
- Utilized data tracking and a win-win compensation structure to increase productivity.

Vice President, North American Sales

2002-2004

OMNITRUST SECURITY SYSTEMS/PROBIX, Cleveland, Ohio

Drafted and implemented growth strategies and business development initiatives.

OPERATIONS DEVELOPMENT.

- Drafted 1st managed service offering in security software space focusing on digital rights management.
- Led high impact presentations to executive management and venture capitalists.
- Directed highly successful IPO proceedings at end of tenure.

BUSINESS ENHANCEMENT.

- Utilized CRM to track performance and sales metrics.
- Authored effective compensation plans/structure resulting in highly motivated personnel.
- Researched and brought on distributors and application service providers.
- Supervised prospecting including cold calls and direct/indirect sales.
- Attended industry trade shows to keep current on competition and develop resources.

REVENUE GENERATION.

- Created multimillion dollar sales team from ground up.
- Closed contracts with 35 distributors, 4 technology partners and achieved GSA product placement.
- Played a major role in achieving \$5M in venture capital funding.
- Increased revenue \$1M to \$7M by implementing a proactive business growth strategy.

CAREER NOTE:

Additional history of effective process improvement, cost cutting and driving market share through passionate pursuit of opportunities.

- **Operating Partner**, Glengary Ventures • 2002-Present.
- **Owner**, Inselling Ltd. • 2004-2006.
- **Strategic Account Manager**, CompuServe Network Services • 1996-1999.
- **Territory Sales Manager**, Ameritech • 1995-1996.

EDUCATION:

Bachelor of Arts ~ Organizational Communications
University of Kansas, Lawrence, Kansas

PROFESSIONAL DEVELOPMENT:

- Green Belt, Value Stream Mapping (pending)
- Management Training Program, Miller Heiman
- Graduate, Center for Creative Leadership, Kennametal High Potential Class
- Foreign Corrupt Practices Act
- Supervisor Certification, Sexual Harassment