

**DIRECTOR OR MANAGER OF PROPOSAL DEVELOPMENT/  
SENIOR PROPOSAL MANAGER**

**Sales and Marketing Leadership with Commercial, Government, and Financial /  
Process Improvement Strategies / Contract Management /  
Project Management Body of Knowledge (PMBOK) / Shipley Training / APMP Practitioner Member**

**Manager Payment Solutions Group (PSG) Proposal Development:** Fortunate to collaborate with Vice Presidents, Directors, and Business Unit Executives to plan, budget, provide benchmarks, trends, and analysis with monthly volumes, revenues, win/loss data, consultant data, and best practices. Evaluate resources to ensure consistent communication of Company's vision, products, and services through the activities of the proposal development staff in support of the Sales Executive relationships. Led and mentored a staff of 10 Proposal Managers (PMs). Request for Proposal (RFP) volume averaged 30+ monthly with TCV ranging up to \$300M. Handles recruiting, hiring, training, coaching, motivating, disciplines, performance appraisals, rewards, and termination. Establish and maintains human relations with employees, internal clients, and the public.

**Senior Proposal Manager:** Embrace the financial industry by completing proposals and contracts for institutions such as: BB&T, CitiGroup, Bank of America, Huntington National Bank, and ICBA. Evaluate payment processing and core banking solution opportunities, specializing in credit, debit, loyalty, and merchant opportunities providing proposal strategy, and manage sales teams by facilitating calls and schedules to ensure best-qualified response. Proficient in problem solving and implementing solutions under tight deadlines to ensure the subject is resolved.

**Manager Proposal Development:** Handled recruiting, hiring, termination, and performance appraisals. Led and mentored a staff of 25 PM(s), Proposal Specialists, and 2 Graphic Designers. RFP volume averaged 50+ monthly with TCV ranging up to \$100M. Created and developed customer satisfaction surveys and skill level assessments for the sales force and direct reports for evaluation purposes. Preserve and sustain vendor relationships.

**Proposal Manager III:** Fortunate to enjoy ten-years in the telecom industry working with all corporate levels such as Sales Managers, Directors, Vice Presidents, and Chief Executive Officers. Completed proposals and contracts for institution's such as: Morgan Stanley, OfficeMax, Delta, Department of Veterans Affairs, and Department of Energy. Evaluated business, government, and consumer opportunities, provided technical solutions, and managed sales teams by facilitating calls and schedules to ensure best-qualified response.

**Career Track:** Consistent professional growth to Proposal Manager III, from Production Supervisor and Proposal Specialist earning Sprint Excellence Awards for generating new revenue in excess of \$3M and Customer Satisfaction with the Enterprise, General Business, and Public sector markets.

**International Experience:** Successful development of global operations with Kinko's in 11 countries.

**SELECTED ACHIEVEMENTS & SKILLS**

- **Project Management:** Led program development and implementation of services for the Product Solution Consultant's (PSCs) and CSCU Sales Reps using proposal management experiences to design strategy and train staff to support the RFP Process environment.
  - Increased content on first pass drafts by 70%.
  - Created an FTP site to ensure transition of files for partnership relations team.
- **Communications and Leadership Development:** Facilitated the transition of desktop publishers into proposal management leadership roles, coaching on how to deliver messages, gain commitment and engagement of the new team, and effectively communicate to others with full participation.

- **Process Improvements:** Developed Entrance Criteria structure for the different complexity levels of support. This allows for handling of workload, volumes, requests for support, unsolicited items, etc increased workflow by 20%.
  - Created Proposal Development handbook for internal training of PM's, Product Solution Consultants, and Sales reps decreased training time by 15%.
  - Instituted the use of Pink/Red team reviews, quality reviews, and project timelines via Shipley best practices.
- **Content Management/Product Development** Created web based training titled "Self Managed Proposal Generation Tools".
  - Obtained Certificate of Achievement in "Train-the-Trainer Kadiant Database" and provided database starter language to all of sales force.
  - Developed blueprints, keywords, directory tree, etc for over 2000 records.
  - Developed 57 sections of boilerplate language for products and services.
  - Created folder/server structure for boilerplate library and SharePoint system.
  - Created binder graphics, corporate templates, product specific templates, FAQs, and Sample RFP documentation.
- **Orchestrated new revenue of \$250K over 24 months.** As Proposal Manager II, orchestrated the World Bank RFP migration of their Frame Relay network over to MPLS. Provided World Bank with the convergence of voice, data, and conferencing services for their corporate and remote offices worldwide.
- **Proven record of contract negotiations:** Reduced expenses by 10% and increased proposal production by 23% per year by streamlining operations through negotiating service agreements and maintaining relationships with Kinko's, Athens Paper, and Staples.
- **Collaborative Leadership & Team Development:** Managed over 30 volunteers in staging and implementing a fund-raising event; enrolled sponsorship, community leaders, and board members; gained alignment and resolved conflict to create a memorable and successful experience for Relay for Life.
- **Skills:** Exceptional written and verbal communication skills. Trained in all areas of proposal management with best practices of PMBOK, Shipley, and APMP. Expert knowledge of MS Office Suite, Outlook, and Acrobat applications.

## CAREER OVERVIEW

Fidelity National Information Services (FIS) / Manager Payment Solutions Group Proposal Development, Atlanta, GA, Oct 2009 — Present

FIS / Senior Proposal Manager, Atlanta, GA, Sept 2008 — Oct 2009

Sprint / Manager Proposal Development, Atlanta, GA, 2005 — March 2008

Sprint / Proposal Manager (II, III), Chattanooga, TN, 2003 — 2005

Sprint / Proposal Specialist (I, II, III), Training Instructor, and Production Supervisor, Atlanta, GA, 1998 — 2003

## PROFESSIONAL ASSOCIATIONS

Practitioner Member, Association of Proposal Management Professionals (APMP) - 2011

Foundation Member, Association of Proposal Management Professionals (APMP) - 2010

Director of Education APMP, Georgia Chattahoochee Chapter - 2012

Program Chair, APMP, Georgia Chattahoochee Chapter - 2011

## EDUCATION

Diploma — Microcomputer Technology, Appalachian Technical College, Jasper, GA - 1998

Diploma — Gilmer High School, Ellijay, GA. - 1988

**SELECTED COMPETENCIES**

<b>Writing &amp; Communication</b>	<b>Management Skills</b>	<b>Technical Skills</b>
<ul style="list-style-type: none"><li>• Presentation Effectiveness</li><li>• Shipley Associates 'Writing Winning Proposals' Workshops</li><li>• Shipley Associates Foundation for Proposal Development Workshop</li><li>• Shipley Associates Practitioner Level Workshop</li><li>• Persuasive Proposal Writing</li><li>• Business Writing</li><li>• Oral Presentation</li><li>• Developing Proposal Boilerplate and Templates</li><li>• Various Product training</li></ul>	<ul style="list-style-type: none"><li>• Project Management (PMBOK)</li><li>• Relationship Management</li><li>• Leadership Development</li><li>• Sustaining Change</li><li>• Conflict Resolution</li><li>• Coaching &amp; Motivating the team</li><li>• Team Building</li><li>• Effective Listening and Communication</li><li>• Virtual Team Management</li></ul>	<ul style="list-style-type: none"><li>• Kadiant RFP Express, RFP Machine, Suite, Knowledge Base Manager</li><li>• Ariba Sourcing</li><li>• SharePoint</li><li>• Copernic</li><li>• Networking/Sharing</li><li>• Security(Permissions)</li><li>• Hard/Software, Equipment Setups</li></ul>