
Alpha Jalloh

928 S 3rd Street, Milwaukee, WI 53204 ♦ C: 708.606.2849 ♦ alpha.m.jalloh@gmail.com

PROFESSIONAL SUMMARY

An exceptional strategic account & business development leader with over 15 years' experience. I have sold into fortune 200 companies; IT solutions, network and telecom services. My success is defined by demonstrable sales achievement, senior management acumen and strong interpersonal skills.

SKILLS

- Strategic Account Development (**F200 accounts**)
- Effective Relationship Development (**Senior Executives**)
- Customer Satisfaction Management (**Net Promoter Score**)
- Customer Advocate & Advisor (**Cloud & IT Infrastructure Services**)
- Solution/Consultative Sales (**Cloud, Analytics, Mobility & Security**)
- Business Development (**Miller Heiman**)
- Sales & Proposal Process Development
- Team Management (**Direct & Matrix**)
- Complex Sales (**Challenger Sales**)
- Profit and Loss Management

ACCOMPLISHMENTS

- Grew accounts **30%** per annum: **\$50M** IT support and **\$200M** application support
- Won deals valued at: **\$45M** End User Support, **\$25M** Helpdesk and **\$125M** IT Support
- Consistently achieving "Promoter" score for customer satisfaction
- Team lead for **#1** telecom mobile internet solution sale in USA for Nokia
- Award for sales excellence at Computer Sciences Corporation
- Team lead for **#1** data analytics corporate sale at Computer Sciences Corporation

EDUCATION

- Master of Business Administration: International Business, European University - Geneva, Switzerland, 3.9 GPA
- Bachelor of Science: Physics, University of Bradford - Yorkshire, UK
- Miller Heiman: Sales Management - Denver, Colorado
- Challenger Sales: Sales Management – Dallas Texas

WORK HISTORY

Manager of Market Development, Feb 2017 - Current, Educational Credential Evaluators – Milwaukee

- Executes business development initiatives focused on supporting ECE's brand
- Determines appropriate markets to develop
- Cultivates business opportunities
- Enhances mutually beneficial relationships.

Director of Business Development, Dec. 2017 - Current, Caspian Technologies – Waukesha

- Responsible for the acquisition of new client relationships and new business revenue
- Call on key leadership contacts at target companies to assess and qualify their need for services
- Develop and execute an account strategy for building relationships and driving new revenues

- Participate in special projects to enhance overall business development & marketing efforts
- Collaborate with partners to coach, assist and support them in establishing their offices target criteria, prioritizing with other members of the sales team in developing and sharing best practices
- Gather competitive intelligence and new product ideas from the field and share market insights with marketing client service and sale persons

Community Engagement Associate, 07/10/17 – 10/27/17, ResCare Workforce Services - Milwaukee

- Develop and disseminates information about Workforce Center services. Coordinates all outreach and marketing activities to the community.
- Develop informational materials on employer issues of interest, including tax incentives, labor laws, skills available in the local labor market, training opportunities for incumbent workers, entrepreneurial training, etc.
- Enlist cooperation of community leaders to help increase awareness of available workforce services in the community. Responsible for maintaining high standards of confidentiality, including information relating to customers, employees and/or contacts of the Company

Senior Global Account Executive, 08/2015 to 12/2016, CenturyLink – Brookfield, WI

- Gather & analyze industry, account & competitor data to guide business development for Midwest accounts
- Serve as liaison with local government, K-12, higher education and business partners
- Develop innovative programs and activities based on analysis of target account needs and goals
- Promoting complex solutions to clients
- Lead multifunctional proposal teams

Senior Business Development Manager, 09/2011 to 12/2014, Computer Sciences Corporation – Chicago

- Gather and analyze cross industry data to guide business development of Midwest prospects
- Develop innovative programs and activities based on analysis of needs and goals of target F100 accounts
- Coordinate project activities with F100 accounts and all stakeholders
- Created business plans to improve sales and relationships with telecom, finance and manufacturing accounts
- Lead proposals and negotiate contracts

Account Manager, 10/2008 to 08/2011, HCL America – Chicago

- Work strategic accounts and Midwest businesses partners to increase sales and improve customer satisfaction
- Gather and analyze industry, account and demographic data to guide targeted account development
- Develop innovative programs based on analysis of needs and goals of manufacturing and financial accounts
- Lead proposal creation and management
- Represent the company at professional organizational meetings
- Lead multifunctional teams

Account Director, 11/2002 to 01/2007, Tech Mahindra -- London (UK)

- Serve as liaison with account leadership and stakeholders
- Manage team of Telecom sales professionals
- Develop innovative programs and activities based on analysis of account needs and goals
- Create business plans to improve sales and customer relationships
- Plan and host on- and off-campus service activities
- Lead multifunctional teams and Lead proposal development