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## KEY STRENGTHS

- 17 years marketing, account management, cost analysis, design verification, and technical support experience.
- Provide \$50k-\$200M revenue growth.
- Manage \$1M+ cost reductions.
- Provide expert SS7 training.
- Resolve complex issues while maintaining margins and revenue.
- Extensive MS Office, FrameBuilder, Windows, and UNIX.

## PROFESSIONAL EXPERIENCE

Novus Networks, Chicago, IL 1984 – Present

### *Senior Market Development Account Leader* 2000 – Present

Create, deliver and manage market development programs to maximize sales and revenue. Responsibilities include major international accounts.

- Drive new product releases resulting in \$200M in sales.
- Create and implement account plans to drive 15% market share growth.
- Develop market research and market trend analysis.
- Identify and implement new market plans.
- Create and deliver product presentations.
- Construct network design proposals and quotes to drive new business.
- Consult with customers to create business case studies that elevate sales.

### *Senior Business Cost Management Engineer* 1997 – 2000

Analyzed current design costs and future enhancements. Identified and implemented cost savings through alternate component vendors and new technologies.

- Identified 25% cost reductions in design and manufacturing.
- Negotiated 12% vendor component cost savings.
- Conceived and implemented business case to remove carcinogenic coating material from all products lines, resulting in 35% cost savings.
- Implemented new product cost forecast database to eliminate unnecessary costs.
- Created comprehensive database to track component obsolescence issues prior to last time buy.

***Senior Hardware Verification Engineer***      1989 – 1997

Verified design changes for telecommunications products. Certified third party data products and established customer lab to provide testing and demos.

- Established OEM vendor validation lab to create \$50K revenue per month.
- Created software test tool to simulate telephone traffic and enable design team to track capacity problems in real time.
- Generated ISO 9001 compliant test plans for new products.
- Provided Signaling System 7 (SS7) customer training at three major technical symposiums.

***Technical Support Engineer***      1984 – 1989

Provided 24-hour technical support for 4 regional time zones in the US. Specialized in SS7 networks.

- Supported in-service telephone companies as customer service interface for technical problems and software upgrades.
- Collaborated with Emergency Technical Assistance Support (ETAS) on system recovery procedures resulting in 10% decreased downtime and 90% increased customer satisfaction.
- Coordinated in-service hardware and software upgrades, facilitating all system takedowns and recovery for 56 telephone companies in 22 states.

**EDUCATION**

Pursuing BS, Industrial Technology and Business Administration  
Eastern Kentucky University