

# PATRICK F. KING

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## MANAGEMENT

STRATEGY    BUSINESS DEVELOPMENT    OPERATIONS    CONSULTING    TECHNOLOGY IMPLEMENTATION

Cross-functional executive-caliber team-player with technical, financial, sales, and operational leadership experience, strong interpersonal skills and an aptitude for results-based success built on a foundation of hands-on expertise

✍ Ability to manage scope, drive results, facilitate change, transfer/share knowledge and motivate team members

✍ Astute business savvy with an appreciation for financial considerations, Return on Investment and an overriding focus on top-down business objectives

✍ Proven ability to deliver results and work with customers to earn and retain their satisfaction

✍ Management and technical experience with proven and advanced technologies, including application and web-based development, server and enterprise database technologies, security protocols, network operating systems, connectivity and communication technologies, desktop solutions, and various reporting, data mining and integration tools

✍ Proven track record of ongoing success – while assuming escalating levels of responsibility

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## EDUCATION

Bachelor of Science: Organizational Behavior/Business, Lesley University  
M.B.A. Course Work, Bentley College

Additional Certificates & Continued Education:

Project Management and Planning Certificate - New York University

Systems Analysis & Design Courses - Northeastern University

Professional Selling - Bryant College

Banking: Management & Growth Techniques - University of Connecticut

Strategic Value Selling - Oracle University

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## SELECTED ACCOMPLISHMENTS

**As a VAPS & Solutions Services Manager** have identified, developed, sold and delivered incremental new business to the South East Region. Targeted areas of historical low revenue activity and increase revenue greater than 50%. Managed sensitive customer relationships to improve the customers' perception of the company. Developed firm, partnering relationships with the customer at executive, management and individual contributor level.

**As a Practice Manager** leading a team of technical consultants for a major global software company, identified new business opportunities, expanded the business, managed team performance, recruited and hired senior technical resources, managed significant projects, and delivered on-time and on-budget results

**As a Consultant and Project Manager** to a major telecommunications industry client, managed a reengineering and process improvement team. This work activity included process centered modeling, solution development, initiative deployment and overall performance tracking. Overall initiative objectives targeted substantial work content reduction solutions as well as "best practice" cloning methodologies.

**Defined information systems strategic needs** for financial institutions. Determined corporate culture and growth needs through process modeling, management interviews. Managed in-depth review of hardware and software systems for performance and life cycle, and conducted detailed matrix analysis to identify future growth path. A final plan was approved which guided the company's information systems strategy for the next 5 years.

**Directed business development activities** to increase revenues during difficult economic times. Evaluated the company's vertical markets and targeted prime expansion candidates for increased attention. Transferred leading edge technology into the product line and developed marketing plan which emphasized its effect on client operations. Corporate revenues increased by \$50 million in the targeted segment.

**As a Project Manager.** Prepared a detailed review of current needs and potential growth paths. Identified system areas for key component reengineering, modification or replacement and developed project plan and implementation schedules. This effort created a flexible and long lasting IS base for the company, resulting in easier system development, modification and maintenance.

**Developed international marketing plan** to improve market penetration. Evaluated customer potential in a diverse group of markets, created direction statement for the division sales team, and served as primary contact for customer senior management during evaluation of major purchases. Recognition of corporate products and services resulted in increased sales of over \$10 million.

**Managed critical project** to assure on-time completion. I was assigned a project that was badly behind schedule and significantly over budget. Immediately implemented new standards for documentation and revamped work activities into a controllable project environment. Improved progress immediately while reassuring client management that completion would occur as scheduled. By making up a 45-day deficit and closely monitoring expenses the product was delivered on-time and within budget

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## BUSINESS EXPERIENCE

### **Cingular Wireless Corporation**

2004 - 2005

#### **Key Account Manager**

Responsible for Western Florida Region major named account client relationship management and incremental strategic business development, consulting services sales, strategic business value analysis, and delivery of new sales objectives for named key accounts within the Region. Improved month-over-month customer satisfaction, new business and increased business growth in the region. Due to the AT&T merger and subsequent adaptation of the AT&T B2B model this position was eliminated.

### **Business Process Consultant: Hunt and Associates, Inc.**

2001 - 2004

#### **Marketing Director / Strategic Officer / Consultant**

Provide strategic business process improvement, knowledge management, systems design, marketing analysis and operational management consultancy to client. Developed business expansion and go-to-market plans and performed Business Process based analysis. Determined long-term market viability and approach. Identified and implemented technology based solutions that provided quicker Business Cycle response. Expanded key business relationships with major insurance providers for the company's business and services. Responsible for hardware/software technology planning/implementation, creation of a 24/7 phone support service center, business marketing collateral development and Web site(s) development. Created product marketing collateral, brochure kits, pricing schema and packaging.

### **Oracle Corporation**

1998 - 2000

#### **Solutions Services Manager**

Responsible for South Eastern area major named account client services relationship management and incremental strategic business development, consulting services sales, strategic business value analysis, and delivery of Premium Support Services within the Region. Improved month-over-month customer satisfaction, new business and increased business growth in the South East. Used targeted relationship development and end customer sales skills to gain results. Developed positive customer outcomes formulated on strategic value assessment and process based analysis that led to greater customer/client profitability, improved revenues and higher customer satisfaction scores. This position was eliminated due to corporate reorganization.

Directed and managed a team of senior consultants focused on delivering value added contracting services. Identified opportunities, channeled escalated customer issues, sold/closed, staffed/managed consulting services business primarily in the South Eastern Region. Led successful engagements at client locations by managing all aspects of the engagement to include Strategic Value Assessments and Improvements Matrixes. Responsible for team recruiting, growth, education, business and client relationships. This Tampa based position was eliminated due to corporate reorganization.

**Intec Systems, Inc.**

1994 - 1998

**Project Manager/Relationship Manager**

Directed and managed teams, performed Business Process Reengineering (BPR) improvement assessments/engagements and established the company's business process redesign consulting operations at client locations. Analyzing ongoing strategic process improvement solution's development and management. Project managed all aspects of the engagement's scope and work to include client relationship management, proposal generation, scope-of-work, engagement implementation and success tracking/metrics. Responsible for the onsite business relationship and client satisfaction, new business development, project management, development, reporting, staffing and delivery performance.

**First Link of Florida, Inc.**

1992 - 1994

**Regional Vice President of Sales**

Established the company's expanding Florida market territory for credit card processing services. Managed operations and staffing within the territory to include managing District Offices and sales staff. Created Product Marketing, pricing and packaging strategies. Managed major business expansion, analysis and both bank and customer relationships.

**Phoenix Guidance Systems Inc.**

1989 - 1992

**Principal**

Provided strategic business processes improvement, knowledge management, systems design, marketing analysis and operational management to Financial Services Industry clients. Consulting practice focused on the financial services industry and worked with clients to identify technology based opportunities, product directions and business growth/expansion opportunities as well as market penetration strategies for vendor clients.

**Wang Laboratories**

1986 - 1989

**Director of Marketing**

Managed Global responsibilities for this \$3 billion computer company's banking systems and software business. Developed and managed the Global/Strategic message and worked closely with prospects and installed customer base to capitalize on advanced technology solutions and value based implementations. Created corporate marketing plans, analyzed business expansion opportunities, evaluated and approved hardware/software acquisition, managed major customer relationships, coordinated field activities, and managed overall strategic business development and expansion programs.

**Arthur D. Little, Incorporated**

1980 - 1981, 1984 - 1986

**Senior Consultant**

As a Senior Consultant with this global organization, worked with clients to define their strategic objectives, identify market growth opportunities and implement value based solutions. Managed project teams working critical areas of process redesign and business improvement, IS and corporate strategy development, marketing, and systems implementation and knowledge management for this leading management and technology consulting organization. This consultancy focused on serving the Financial Services Industry and Strategic Information Systems.

**Software Services of America**

1981 - 1984

**Vice President/Professional Services**

Senior Executive role for this producer of banking systems software for retail bank branch automation. Coordinated and delivered strategic marketing presentations and was responsible for all aspects of Customer Relationship Management, product research and development, implementation planning, documentation, technical marketing support, and consulting services. Managed all aspects of the customer interface during scope analysis and product implementation.

Additional professional experience includes work as a **Project Manager** for an internal consulting group, **Sales and Marketing Manager** for a mini computer software company, and responsible positions in banking as **Assistant Controller** and **Branch Operations Officer**.

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