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SUMMARY

HEALTHCARE INDUSTRY BUSINESS DEVELOPMENT MANAGER

Multi-million dollar contributor with the vision, drive, and expertise to create high-level, high-yield revenue-growth strategies and tactics. Track record of tackling business challenges, identifying and capitalizing on opportunities, and achieving considerable and sustainable business growth. Influential communicator and negotiator with strong sense of integrity. Relationship builder skilled in bypassing gatekeepers and cultivating productive customer relationships at the executive level.

- *Initiated strategic changes resulting in 25% revenue growth within 12 months.*
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PROFESSIONAL EXPERIENCE

XXXXX XXXXX, Boston, MA. 2003 to Present.

A \$850M leader in the healthcare professional staffing industry.

BUSINESS DEVELOPMENT MANAGER (2005 to Present)—Identify and secure growth opportunities. Manage new and existing government contracts, including program management and RFP process administration. Lead multi-disciplinary management teams in strategic planning and quality initiatives.

- **Challenge:** Increase contract revenue from federal government entities.
Success: Increased contract revenue from \$30M to \$41.5M within 12 months through revamping Request for Proposal response protocol, instituting quality control benchmarks, and cultivating partnerships with key contracting officers and executives.
- **Challenge:** Rejuvenate the Request for Proposal process for state contracts.
Success: Increased multi-state physician services contracts from \$5M to \$16M through revamping processes, increasing RFP response rate, decreasing turnaround time 32%, and improving tracking tools.
- **Challenge:** Devise strategies for the psychiatry/mental health division to recapture lost competitive state contract valued at 35% of total division revenue.
Success: Forged partnership with new contract winner, retailored offerings, and negotiated and secured a subcontract conservatively projected to more than double division revenue by year-end 2008.
- **Challenge:** Create new opportunities within existing client base.
Success: Increased marketing focus on existing clients, including the U.S. Army and Veterans' Administration, and expanded existing contracts by 27%.
- **Challenge:** Improve inter-departmental communication between Legal Department and Risk Management Department.
Success: Uncovered and remedied mistaken assumptions and initiated a communications strategy that contributed to a 30% increase in contract wins.

XXXXX XXXXX, Boston, MA (CONTINUED)

CONTRACT ADMINISTRATOR (2004 to 2005).

Managed the new business acquisitions contract process for 12 states and provided business development backstopping for the government services division.

- **Challenge:** Explore the possibility of capitalizing on set-aside segment of federal contracts.
Success: Initiated and directed negotiations for unallocated set-aside federal contracts, securing an additional \$2.4M in revenue, a 30% increase in set-aside contract business.
- **Challenge:** Minimize government contract debt and facilitate debt recovery.
Success: Turned around debts on government client accounts, implementing communications timed with the government fiscal budget process, resulting in recovering \$1.2M.
- **Challenge:** Revive contracts with the Indian Health Services to make the indigent centers business profitable.
Success: Created and marketed new solution offering, reviving business with this market segment and rejuvenating contracts valued at 2% to 10% of Government business.

XXXXXXXXXXXX, Los Angeles, CA. 1999 to 2003.

NATIONAL ACCOUNT MANAGER – CORPORATE SALES DIVISION—Served as point person for new initiatives and brand business development for 7 states. Collaborated with other divisions through tactical campaigns to promote health care contracts business nationwide. Promoted from Regional Account Manager to National Account Manager.

- **Corporate challenge:** Spur revenue growth for 10 physician specialty divisions.
Success: Led new corporate client outreach initiative, strengthening channels of communication with CEO, COO, and VP of Marketing, devising a proactive methodology for penetrating nationwide health system, and growing revenue for 10 divisions to \$12.7M.
- **Corporate challenge:** Launch key client acquisition for XXX, a new allied brand.
Success: Created the business development strategies and contracts that grew revenue for the new brand to \$3.4M within 12 months.
- **Award:** Recipient of the President's Club Award.

XXXXXXXXXXXX, Boston, MA. 1997 to 1999.

CONSULTANT—Created and implemented business development strategies for the start-up Telecommunications Division of Xxx Xxxx for both public and private sectors. Negotiated favorable terms of reference with corporate partners leading to exemptions. Revamped and accelerated satellite communications service to government accounts.

- Led the strategic effort that resulted in securing coveted partnerships with Altigen, Nortel, Sprint PCS, and Globalstar to represent their cutting-edge technology.
- Proposed and spearheaded management restructuring of corporate sales strategy for the high-end Neopost System, resulting in increasing revenue 35%.
- Extended and implemented e-commerce strategies, directly resulting in 30% revenue growth.

EDUCATION

B.S., Economics, University of Massachusetts, Boston. 1997.

VOLUNTEER WORK

Big Brothers Big Sisters • Boy Scouts of America • Humane Society of the United States