MARK ANTHONY TORRES Client Relationship & Management Expert

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ABOUT ME

Calm, cool, collected, process driven problem solver and player-coach. Considered among my peers and clients as a thought leader and effective communicator. Father, husband, proud tech geek and endurance athlete who loves a challenge. Let's get to work! My nearly 20 years of experience and I stand ready to help solve your complex dilemmas.

EXPERIENCE

Technical Account Manager

MSX International, a division of Bain Capital   March '18 - present   Detroit, MI

- Single Point of Contact managing a multi-million dollar a year Ford Motor Co. Customer Experience program, interfacing directly with C-level business owners
- Own dozens of digital work-streams, overseeing SLA/SLEs to ensure contractual obligations are consistent with client priorities, schedule, budget, quality and infosec standards
- In less than 6 months, up-sold nearly $600K in additional services and solutions
- Lead technical assessments for Mergers & Acquisitions of newly acquired companies analyzing their IT staff, systems and processes to capture the overall state of the organization's IT

Client Relationship Executive

Netlink Information Technology Services & Solutions   Jan. '16 - March '18   Madison Heights, MI

- Managed a portfolio of Fortune 500 companies, and held accountable for customer satisfaction by ensuring delivery and quality of sold services
- Evangelized Netlink's solutions and value proposition to CXOs and client decision makers, closing dozens of new, high profile logos, in excess of sales forecasts and targets

Program Delivery Manager

Netlink Information Technology Services & Solutions   Sept. '14 - Jan '16   Madison Heights, MI

- Drove numerous complex projects and initiatives to completion, under tight time and budget constraints while simultaneously keeping customers informed and satisfied
- Managed delivery teams (near and offshore) leveraging Agile and Project Management best practices, to ensure scope, budget and timing alignment

Solutions Team Manager

BlueWater Technologies   Sept. '13 - Sept. '14   Southfield, MI

- Directed a team that architected and prototype bleeding-edge, experiential marketing, technological solutions for the sales and product teams

Lead Sales Engineer

BlueWater Technologies   Jan. '12 - Sept. '13

- Led the RFQ/RFP response, quoting in excess of $52 million a year in new business, working under tight deadlines, with a 43% closure rate

Director of Operations

Merchant Internet Group   June '05 - Jan. '12   Royal Oak, MI

- Led a marketing technology organization, presided over exceptional amount of growth

Quality Control Manager

Merchant Internet Group   June '01 - June '05

- Managed a team responsible for the integrity of digital marketing campaigns

ACCOMPLISHMENTS

- 2019 - Pitch, sold and steered a custom project to develop program account performance dashboards; resulted in real-time operational and financial data visualizations

- 2018 - Took ownership of a high profile, troubled program, instantly improved customer sentiment by closing unresolved Help Desk tickets and open projects

- Through effective time management skills, maintain a positive work/life balance by volunteering for my kids' activities

STRENGTHS

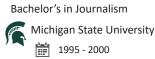| Process improvements |
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Collaborating with Directors and CXOs

Exceptional written & oral communication skills

Track record for getting complex initiatives across the finish line

LANGUAGES

English - Mother tongue

Spanish - Fluent

EDUCATION

Bachelor's in Journalism

Michigan State University

1995 - 2000

LEADERSHIP SKILLS & EXPERTISE

- Project management
- Program management
- Product management
- Team building
- Vendor management
- Global team management
- Process improvement
- Agile Methodology
- Business Process Outsourcing
- Presentation development and delivery
- Requirements gathering
- Budget management
- Solution architecture
- Cost reductions
- Cross Functional Team Building
- Effective communicator
- Coaching and development
- Delegation and empowerment
- Technical assessments
- Extensive Automotive industry knowledge
- Business Analyst

TECHNOLOGY SKILLS & EXPERTISE

- Infosec standards
- Front-end web development
- HTML, CSS, Javascript
- Back-end development
- Mobile App development
- iOS
- Mac OS
- Android
- Windows
- Unix
- Hardware and Infrastructure standards and management
- Data Centers
- Networking
- Database best practices
- Disaster recovery
- IoT
- Technical writing
- Wireframe development
- Adobe Photoshop
- Adobe Illustrator
- Adobe Dreamweaver
- Adobe InDesign
- Adobe Premiere
- Adobe XD
- Envision
- Balsamiq
- Microsoft Visio
- Content Management Systems
- WordPress
- Low code platforms

BUSINESS DEVELOPMENT & ACCOUNT MANAGEMENT SKILLS & EXPERTISE

- Sales strategy
- Hunter
- Marketing strategy
- Creative strategy
- Experiential marketing
- Social media marketing
- Email marketing
- Consultative approach
- SLA & SLE management
- Account growth
- Lead generation
- Prospecting
- Cold calling
- RFQ & RFP response
- Proposal writing
- Sales presentations
- Quoting
- Upselling services
- Salesforce
- NetSuite
- SAP
- QAD
- Invoicing
- Forecasting
- Customer Relationship Management
- C-level interaction
- Business Intelligence & Analytics
- Data visualizations
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Word

CAREER FINANCIAL HIGHLIGHTS

- 2018-2019 Eliminated $545K in excessive vendor costs as well as truing up customer license usage thus improving program margins
- 2016-2017 exceeded sales quotas by combined $1.6 million
- 2014-2015 delivered several high profile projects under budget, for several Fortune 1000 customers, thus increasing average profit margins from 36% to 50%
- 2013 improved organizational average IT project profit margins by 18%
- 2012 architected a proprietary SaaS product that created $105K in annual profit
- 2011 Led initiative to automate and offshore critical business processes resulting in $950K in organizational savings by reducing staff

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