

Suzann Clark

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Director of Sales | Training & Development | Channel Partnerships | Client Relations

OVERVIEW

Relationship-driven sales professional with over 20 years of experience in telecommunications/technology, maintaining an understanding of business environments to drive positive outcomes. Provides technology, financial, and communications solutions to meet client needs while aligning synergies with technical and non-technical audiences. Transformational leader with a background in on-premise and cloud, data center solutions, managed services, cyber security, audio visual solutions, and more. Expertise in cultivating long-lasting client relationships and channel partnerships. Skilled at driving solution sales, account management, revenue generation, and training and development efforts. Proven track record of success as a three-time President's Club winner.

EXPERTISE

Telecommunications | VoIP | Managed Services | Audio Visual | Solution Sales | Revenue Generation | Account Management | Contract Negotiation | Market Research | Data Analysis | Process Improvement | Go-To-Market Strategies | Marketing Campaigns | Relationship Building | Networking | Product & Project Management | Business Development | C-Suite Presentations | Technical & Non-Technical Communication | Team Collaboration | Strategic Planning

PROFESSIONAL EXPERIENCE

Channel Sales Manager, RoomReady | FEB 2022 – DEC 2023

Optimized the sales team to strengthen knowledge of Poly HP products, built relationships with leadership, and aligned synergies with professionals across the country. Served as the first point of contact to identify and resolve technical issues.

- Deployed a service model organization-wide to streamline efficiency.
- Managed special projects for the CRO by researching products to align company in the market.
- Designed and scheduled all sales kickoff meetings while handling logistics coordination.
- Executed presentations to C-Suite executives on product offerings to solve business problems.
- Strategically planned future goals and identified areas of opportunity for additional revenue generation.
- Functioned as a liaison between clients and Poly HP products.

Partner & CRO, ComNET Technical Solutions, Inc. | SEP 2020 – JAN 2022

Provided comprehensive IT services including training and e-learning, managed network services, Microsoft 365 deployment, UCaaS/SaaS solutions, cyber and on-premise security, and other IT project work. Oversaw direct sales to end-user customers by maintaining an understanding of customer needs to make recommendations and implement solutions.

- Established relationships with local cities for training programs, teaching classes to 60+ individuals.
- Continually identified new products to sell for additional revenue growth. Selected new help desk software to align with company needs and overall goals.
- Performed market research to recognize product solutions and build rapport for managed IT services, cybersecurity solutions, and more.
- Implemented marketing campaigns such as direct mail and email to showcase product offerings.
- Collaborated across departments to successfully deploy solutions and meet client needs.

Channel Sales Manager, T3 Communications | SEP 2019 – APR 2020

Executed sales of UCaaS solutions, wholesale bandwidth, and wholesale circuits within the data center space to customers in small to mid-sized companies. Consistently developed unique solutions to complex problems.

- Built rapport and relationships with local companies to sell products and drive revenue.
- Absorbed additional projects and tasks based on changing business needs.
- Conducted market research to drive strategic planning and process improvements.

PROFESSIONAL EXPERIENCE continued

Channel Partner Sales Manager, West Region, TAMCO | NOV 2016 – APR 2019

Functioned within an organization specializing in delivering financing options for voice, data, and video technology solutions. Managed Frontier communications account for the entire West Region. Operated alongside a sales team to support and enable the utilization of smart monthly payment options to obtain sales and profitability.

- Oversaw 235+ sales representatives to offer expertise and align with overall organizational targets.
- Deployed Hubspot campaign to track Frontier Representatives.
- Traveled to and visited various territories annually to meet with representatives.
- Engaged in regional team calls to deliver guidance and educate Account Executives.
- Communicated with end-users to provide information on variances in CAPEX/OPEX finance options.
- Worked one-on-one with employees in group settings to train on best-selling and operational practices.
- Performed market research to develop curriculum and presented to employees.

Consultant – Interconnect & Managed Service Provider, SalesHelp4u.com | JAN 2016 – OCT 2016

Led a merger between a struggling traditional Interconnect with a growing Managed Service Partner, both of which were former channel partners, to create a combined entity.

- Created and designed product portfolio and pricing structure.
- Instituted and organized inbound marketing campaigns to drive revenue.
- Conducted hiring and training of field sales representatives.

Director of Channel Sales, East, Zultys, Inc. | APR 2015 – NOV 2015

Supported establishment of a Master Agent program for sales of Zultys Cloud Services hosted PBX product offering. Generated strategic sales strategies to produce additional revenue and align with company goals.

- Built and strengthened internal and external relationships and partnerships.
- Analyzed market research, data, and competition to recognize areas of opportunity for growth.
- Maintained communication with team members to understand customer needs.
- Coached and trained channel sales representatives to support goal attainment.

Consultant | APR 2014 – APR 2015

Consulted with an established Managed Services Provider and traditional Interconnect to develop a managed voice offering for small to medium commercial clients across the greater Tampa Bay Area. Provided value to customers allowing for state-of-the-art unified communications with a complete technical refresh every 36 months.

Southeast Regional Channel Sales Manager, Star2Star | SEP 2010 – APR 2014

Delivered cutting-edge end-to-end business-grade VoIP solutions. Assisted partners in Florida, Georgia, Alabama, North and South Carolina, and Mississippi. Achieved status as #1 in the company due to successes.

- Recruited new VAR, MSP, and Interconnect Partners/Dealers to sell products. Managed market research through LinkedIn and other platforms to identify ideal partners.
- Trained partners on product selling techniques, traveling to sites to ensure best practices.
- Used as a benchmark for new hires based on expertise.

Southern States VoIP Channel Manager, Freedom Voice | JUNE 2009 – SEP 2010

Aided and recruited Hosted VoIP partners in North Carolina, South Carolina, Tennessee, Kentucky, Mississippi, Alabama, Arkansas, Texas, Georgia, Florida, and Louisiana.

ADDITIONAL EXPERIENCE

Channel Sales Manager, Wildix

Established the Wildix ecosystem in the Eastern U.S. with a premier purpose-built UCaaS solution. Built recurring revenue models with a secure by design solution to drive profitability and a smart working, untethered, collaborating offering to customers that need to extend business capabilities. Recruited new IT partners to sell products, surpassing goal by 200%.