

# ROY BORRELLI

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- *A self-starting, ambitious professional with experience in dynamic, fast-paced environments seeks new opportunities.*
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## Experience

### **CYBERGRANTS, EAST WINDSOR, NJ | 2018 – PRESENT**

*CyberGrants is saas software company for grants management, corporate giving, employee giving and foundations.*

#### **Technical Account Manager**

- Developing success plans for customers that outline their critical success factors, metrics for success, potential issues, and provide recommendations.
- Managed concept-to-launch of projects including New Client Implementation and Technical Service Delivery.,
- Lead weekly meetings with clients or staff to discuss projects, new roll outs and training.
- Configure and enhance the customer configuration to achieve their required goals. Promoting opportunities for two-way communication including keeping customers informed of process or procedural changes.
- Leverage the capabilities of the software to provide workable solutions to clients.
- Managed clients attempting to terminate services and successfully reestablished working relationships.
- Support project team members, manage change and conflict, and develop resource planning estimates to manage project workload and productivity.
- Responsible for transferring 20 million USD and various currencies via Wire Transfers, ACH and Checks.
- Ability to read, write and execute SQL and HTML. Providing leverage to diagnosis and solve platform issues and capabilities.
- Serve as liaison for our clients and Developers to resolve technical issues and create product enhancements
- Participate in Quality Assurance testing of custom development requests.
- Provide clear and effective internal and customer-facing communication and escalation paths and processes.
- Conducts Executive Business Reviews to develop a deep understanding of the client's needs and pain points with thoughtful, smart and creative dialogue.

### **REED-LANE, WAYNE, NJ | 2016 – 2018**

*Reed-Lane is a pharmaceutical contract packager that provides packaging solutions to leading RX, OTC and generic pharmaceutical companies.*

#### **Project Manager**

- Manage multiple concurrent projects for various pharmaceutical companies and their associated OTC and RX products.
- Account manager and main point of contact for clients ensuring all products meet and exceed expectations.
- Responsible for \$20,000,000 in business gross profits and accountable for retaining yearly contracts.
- Organize, develop agenda and lead weekly meetings for multiple clients to discuss current and future projects.
- Serve as liaison between multiple entities to meet demands of new FDA requirements.
- Collaborate with multiple departments to develop SOP based on industry needs.
- Excelled at gathering feedback and requirements, providing direction to development team, and overseeing high-quality rollouts on-time and on-budget.
- Manage product changes and revisions in order to keep up to date with customer demands and FDA requirements.
- Provide data to sales leadership and CEO for Business Development based on forecast strategies in assigned accounts during monthly review meetings.
- Maintain inventory of bulk product and components required to issue work orders to the plant, ensure all production lines run without unnecessary downtime.

**Rutgers University, New Jersey**

GPA: 3.6 Graduated Cum Laude, Multiple time Dean's List student