

Alex Kwitko

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Talented, energetic, committed results-producing services and solutions professional with end-to-end experience from pre-sales activities, transition, and transformation to delivery. Expert in SaaS, Managed Services, Field services solutions capable of designing, and implement complex enterprise solutions. Extensive knowledge in the sales process from lead generation to opportunities management. Capable of being an individual contributor or leader for any Services and Solutions organization. Solid time management and problem-solving skills. Proactive self-starter with the ability to work independently.

Business Skills: Services P&L management, Program Management, Servicedesk, Help-desk, Field Services, Managed Services/Outsourcing, Services account management, Services KPIs and SLAs, Services continuous improvement, vendor management.

Tech Skills: BPM, Salesforce admin, Data collection and warehousing, Data visualization tools, Networks, BIs, and Analytics, EDI and system integration, IoT, remote management, and security, Services, cloud solutions implementation.

PROFESSIONAL EXPERIENCE

Hyosung, Dallas, USA · May 2019 – August 2020

Director of Software and Services

- Acting as an Individual contributor responsible for tackling different problems and capable of finding the best solution and drive change.
- Designed and Implemented a complex Software deal including multiple lines of services in 4 months resulting in an ACV of \$1M dollars. The solution included process change for service desk and operations.
- Developed a Managed Services go-to-marketing strategy generating net new business.
- Defined, Implemented, and certified the Outsourcing cloud solution.
- Created the Managed Services marketing strategy, Sales collateral, website strategy, and partner training.
- Worked beyond original responsibilities to overcome multiple delivery issues, including contract negotiation and change requests, deal scope, and new terms and conditions.
- Designed and implemented a new business Entity helping set up all the sales, organization, business processes, bringing talent to the organization, defining and implementing systems and solutions in a 10 months timeframe generating \$8M in net new revenue. Created a 3-year Business growth plan including hiring needs and organizational structure.
- Negotiated multiple contracts and agreements with customers and vendors.
- Performed vendor and partnership selection and analysis.

OKI Data, Dallas, USA · 2017 – 2019

Director of Professional Services and Solutions

- Services and Solutions Program Management and Business leader responsible for the Managed Services and Solutions P&L.
- Head of a team of SW developers, Managed Services delivery, Solutions Architect, Professional Services, and pre-sales.
- Worked with sales designing outsourcing solutions, cloud, and mobile solutions.
- Services scope, pricing definition, and contract negotiations.
- Responsible for Managed Services solutions experts participating actively in the sales engagement process. Pipeline management.
- Customer Relationship management.
- Implemented a Project Management agile methodology.
- Designed, performed vendor selection and management, project management of a Salesforce custom solution to integrate marketing campaigns, leads, opportunities management, pricing, contract management, SLA management, dashboards, data integration, and services invoicing.

Diebold Nixdorf (2009 - 2017)

Director, Managed Services - North Canton, USA · 2017 – 2017

- Managed Services Sales Expert supporting engagements working directly in Banking and Retail software and services solutions, SaaS, monitoring, remote management, self-healing capabilities, security management, and services incident management.
- Supported SaaS engagements from scoping, pricing, to contract closure.
- Customer relationship management.
- Closed a \$4M Dollar ACV deal with a large financial institution.

Managed Services Senior Manager (2015 – 2017)

- Managed Services/Outsourcing pre-sales for North America focused on developing new technologies to be used as part of the Banking and Retail Managed Services organization.
- Worked as a Managed Services solutions/tools expert with the regional and enterprise sales teams to help achieve TCV and revenue goals. Designed and implemented services tools, ServiceDesk, remote monitoring, SLA tracking, BIs, and analytics, and security solutions.
- Performed contract negotiation, vendor management, RFP, solutions design, and financial modeling for different deals.
- Supported several SMB managed services deals in the USA with value-added services.
- Part of the services team responsible for consolidating Managed Services globally, tools selection, marketing, sales engagement, governance, and goals.
- Developed analytics projects with data collection, consolidation, and visualization.
- BIs consolidation with data visualization tools such as Splunk and Tableau.
- Responsible for the Services strategic plan/roadmap for services tools and analytics.
- Ability to interact & communicate effectively with all levels of the organization.

Managed Services Manager (2011 – 2015) - Latin America

- Developed the Outsourcing business division in the region
- Defined, developed, and implemented Services solutions and operations.
- Supported and Assessed multiple organizations to win business in the region.
- Improved and maintained area's GM% at consistent 60% YOY.
- Accountable for all the services solutions and governance, and the area's P&L of \$15M.
- Supported the Managed Services/Outsourcing market share growth helping design and implement solutions.
- Responsible for all the pre-sales, software development, software implementation, and service delivery.
- Project management activities - PMI and Agile methodologies.
- Directly responsible for managing a team of approximately 100 staff members:
 - Delivery managers,
 - SW Developers,
 - Solutions Architects,
 - Project Managers.
 - Delivery analysts
- In charge of the Customer relationship, account management, Governance meetings, and contract negotiation.
- Created a services improvement area providing data and information with dashboards, BIs, and reports.
- Optimized field services management with mobile tools, automated reporting, parts management, and logistics.
- Expanded remote management with automated solutions, software support, and self-healing capabilities.
- Enhanced customer experience and stratification performing and leading customer meetings, SLA tracking, services billing, and contract renewal.
- Developed a field services tool with auto-dispatch, coordination, follow-up, and mobile integration.
- Implemented complex services workflow and system integration projects streamlining services outcomes.

Support and Process Analyst (2009 - 2011) - Brazil

- Part of the development and implementation team responsible for implementing a global management enterprise software application specifically designed for services.
- Responsible for global software implementation and design.
- Expert in BIs, analytics, reports, and dashboards defining and implementing the strategy for data collection, concentration, and visualization.
- Process improvement techniques utilizing system automation. BPM with automated process flow using IOT data to create services activities like remote commands, services dispatch, SLA tracking, and escalation.

EDUCATION

Bachelor of Science - Production Engineering.

Universidade Federal do Rio Grande do Sul (Ranked one of the Best Colleges in South America),
Brazil - 12/2008.

PROFESSIONAL DEVELOPMENT

Courses: PMI training, Sales Challenger, ITIL, Leadership Training - Play to Win.

MBA USP Brazil - Services and Product Management - 2009 - 2010 - **Not concluded.**

Languages: Portuguese, Spanish, and English.