

# JANE HENNESSEY

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Leader in building teams that overcome obstacles, drive business results and work together to meet common goals. Recruit diverse talent to drive sales results and retention of core business revenue. Think strategically to implement complex communications and security platforms for business customers. Drive for excellence personally and professionally.

## *Core competencies include:*

- Empower Others
- Marketing and Award-Winning Sales
- Recruit and Develop Diverse Teams
- Remove Roadblocks
- Analytical Thinking
- Performance Driven
- Coaching and Mentoring
- Salesforce and Outreach

## Professional Experience

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### **Business Sales Manager**

National Business Sales AT&T, Kansas City, MO

November 2006 to present

Lead team of 14 Account Managers to exceed business sales and retention goals in the commercial business sector. Remove roadblocks in both sales and solution implementation. Promote diverse talent into and beyond my team. Maintain Total Billed Revenue target of 72M in annual base revenue. Anticipate and develop process guides for complex cloud and communication solutions including Dedicated Internet, Cloud Voice, Cybersecurity, VPN Networks, and hosting solutions. Recruit, interview and hire recent college graduates in AT&T's B2B Program.

### *Achievements:*

-  2021 NBAC Member, Treasurer LEAGUE (Employee Relations Group)
-  2020 Outstanding OMNI Award Winner & NBAC Member, Treasurer LEAGUE
-  2019 NBAC Member & Diamond Club Sales Winner (top 5% in National Bus)
-  2018 Chow's Champion Award for work on employee giving
-  2017 Renz Leadership Award for developing & delivering Conversation Skills Training nationwide. Selected to deliver needs-based sales training to business sellers across the country
-  2016 Selected to organize & present the President's Sales Kickoff in Dallas TX, Million Dollar Club member
-  2011 Diamond Club Sales Winner
-  2008 Diamond Club Sales Winner
-  2007 Top Gun Sales Award
-  2006 Built and staffed Preferred Sales Center
-  Career Perfect Attendance





### **Manager Business Sales & Customer Care**

GEM (Government Education Medical) Sales AT&T, Kansas City, MO

October 2003 – November 2006

Responsible for development and management of Communication Consultants in the Government, Education Medical Segment. Exceeded sales targets while ensuring timely completion of complex service orders using Customer Care Touchpoint model. Met face to face with high profile accounts including state and city government accounts, hospitals and school districts. Built a positive work environment leading a team of bargained for employees. Developed work stoppage Contingency Guidelines and disaster recovery plans.

***Achievements:***

-  Promoted to Sales Manager 2006
-  Achievers Club 2005 & 2006
-  Fortune 500 Club
-  PMEI Committee Chairman
-  Vail Award Winner

**Account Manager – National Business Markets**

Small-Mid Market Business AT&T, Kansas City MO  
November 2000 – October 2003

Exceeded sales revenue goals as individual contributor for complex wireline and Customer Premise Equipment sales. Generated and closed complex sales in a face to face sales environment. Funnel management. Ensured customer satisfaction while growing the revenue base. Built positive working relationships with support teams to drive successful sales and implementation of communications solutions. Partnered with technical sales team to close complex voice and data sales

**Commercial Account Manager Coach – National Business**

Southwestern Bell Telephone Co., Kansas City MO  
February 2000 – November 2000

**Manager Marketing Sales**

Southwestern Bell Telephone Co., Kansas City MO  
December 1996 – February 2000

**Service Representative Business Team**






Southwestern Bell Telephone Co., Kansas City MO  
October 1989 – December 1996


**Clerical – Technical Network Operations Repair Center**

Southwestern Bell Telephone Co., Independence MO  
September 1987 – October 1989

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## Education

-  Bachelor of Science Business Administration – University of Missouri at Columbia 1987
-  Network Transformation Certification 2015-2017
-  Technology Transformation Certification 2015-2017
-  Marketing Certification 2016
-  AT&T Integrated Cloud Certification 2017

 Security Proficiency Program 2017-2021

***References furnished upon request***