##### Jeff Borden

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# Objective

Seeking Project Management or Sales position in a software, technical, or commercial type industry. I am seeking an opportunity to utilize professional skills and experiences in the technical, software, and services industry. I am certain given the opportunity my proven skills will be a positive asset for your company.

# Professional Profile

Top-performing professional offering more than 7 years of Project Management in 911 PSAP Centers, Call Centers, Telecommunications and Software industry with 12 years in Installation and Sales Management in the CLEC/PBX/Telephony industries. Proven skills in **Professional Sales, Services Delivery and Consulting; Best Practices Process – Methodologies.** Proven ability to manage, generate revenue, increase billable utilizations, reduce and control expenses and sustain high productivity in critical-deadline environments. I have shown exceptional problem solving and troubleshooting techniques. I realize the importance of placing client service and satisfaction as a genuine priority. An effective communicator; expert at developing and managing long-term relationships through excellent customer service, follow-through and attention to customers’ needs.

### Building Care of Orlando Orlando, FL

Co-Owner / Director of Sales and Services Sept. 2010 to Present

**Responsibilities:**

**Oversight of 3 person sales team and 20 outside staff. Developed sales strategy and operations department to maintain and grow current customer base. Hiring and training of employees. Administration of budgeting, payroll, inventory, tax payments, etc.**

* Coordinate meetings with local and regional executives, business owners, and decision makers
* Presentation of company offerings and closing the deal methodology
* Strengthened current customer base satisfaction and built good customer relationships with hands-on approach.
* Hired sales and marketing staff for future growth of company
* Hired replacements for outside crews and provided training structure for same
* Developed well-structured inventory system

**Clientele:** Great American Land, Holler Car Dealerships (Seven in Orlando area), Gateway Management, Bishop Moore Catholic High School, Orlando Science School, St. Mary Catholic Church, MOOG-FTS airport, etc.

### NICE Systems, Inc. Rutherford, NJ

Project Manager Sept 2008 to Sept 2010

**Responsibilities:**

* Reported directly to Bill Pritchard, Director of Professional Services (Ph: 240-401-9583)

 Provided services, managed multiple projects for new and existing small, medium, and large account base.

* Responsible of all standard product deliverables, along with seeking custom solutions when required to meet

 Customer needs, per ability approved by AE and Engineer team to do so.

* Mange delivery process, while focusing on customer success and adhering to budget requirements within the

 Scope of the project, thus insuring customer satisfaction and company profitability.

* Oversight of assignment of responsibilities and timelines from the customer-side agreements and company

 Resource pool, including building a Microsoft Project Plan containing projected dates from Kick-off,

 Installation, and training scheduling, until sign-off and hand-off to Professional Services Team.

**Clientele:**

### TelPlus Communications, Inc. / Borden Enterprises - Owner Atlanta, GA

PBX Installation Manager July 2007 - July - 2008

**Note: Took a year off from Project Management in order to return to certification schools regarding PBX and Key systems. Worked as Installation and Service Engineer on PBX and PC systems while running a PBX company of my own. This was to better equip myself for a future return to Project Management.**

**Responsibilities:**

**Provided oversight of previously installed PBX systems for 140 + Hotels. Also, sold and replaced same, as needed. Also, sold and installed same under the Borden Enterprise business (CUSA, International Fitness Solutions, as examples.**

* Traveled to multiple sites to perform a thorough site survey, provide written report per same, program necessary program requirements on PBX systems, Routers and Firewalls, as needed. Also, determine if systems were due for replacement and write proposals for same.
* Responsible for servicing systems throughout the Southeastern United States.
* Study via Cheetah Learning Services to enhance and complete Project Management PNP courses, as my intended goal was to re-enter the Project Management field.

**Clientele:** Jameson Inns, Sun Suites, Crestwood Suites, Indigo, etc. (**via Borden Enterprises**, sold and installed PBX systems for CUSA “Property Management Group” and Innovative Fitness Solutions).

### Verint (aka Witness Systems, Inc.) Calverton, MD. London, UK

Project Manager February 2005 – June 2007

**Responsibilities:**

* Reported directly to Bill Pritchard, Director of Professional Services (Ph: 240-401-9583).

 Provided services, managed multiple projects for new and existing small, medium, and large account base.

* Responsible of all standard product deliverables, along with seeking custom solutions when required to meet

 customer needs, per ability approved by AE and Engineer team to do so.

* Mange delivery process, while focusing on customer success and adhering to budget requirements within the

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**Clientele:** Star Contact – Panama City, Panama; BB&T Banking; NC, Memphis Fire Dept. and Memphis Justice

Center, Memphis, TN, etc.

### US LEC (now known as Paetec) Charlotte, NC

Sales Engineer June 1999 – February 2005

**Responsibilities:**

* Reported to Bob Bowers – Regional Director of Services (Ph: 678-781-1706).
* Responsible for site survey to obtain customer equipment needs for implementation of T-1, DS3, etc. voice,

 and/or Data spans.

* Building of Project Plan for implantation, scheduling, and attendance with the service technicians assuring

 completion and success of deliverables.

* Supported Sales by attending all sales calls to discuss technical terms with PBX and IT managers, as well

 as, business personnel, in order to ensure what was being sold fit the scope of the requirements,

* Routinely participated in manufacturer sponsored training and workshops along with seminars

addressing industry trends and technologies.

* Installed and programmed Cisco Routers, Adtran CSU/DSU units, and Firewalls, as required.

Travelled to offices across the Southeastern United States to train newly hired Sales Engineers.

* Awarded President’s Club, along with multiple monthly and yearly awards.

**Clientele:** Coca-Cola of Atlanta; Douglas County Schools; etc.

### Eyretel, Inc. (Acquired by Witness Systems, Inc.) Calverton, MD. London, UK

Project Manager / Installation Manager May 1996 – June 1999

**Responsibilities:**

* Reported directly to Carol Warfield, Vice President of Eyretel Professional

 Services, managing multiple projects for new and existing small, medium and large account base.

* Installation Manager for 911 PSAP centers installing Digital Voice Recorders and/or servicing existing

 Voice recorders, such as Eyretel equipment, Dictaphone, etc.

* Responsible of all standard product deliverables, along with seeking custom solutions when required to meet

 customer needs, per ability approved by AE and Engineer team to do so.

* Mange delivery process, while focusing on customer success and adhering to budget requirements within the

 scope of the project, thus insuring customer satisfaction and company profitability.

* Oversight of assignment of responsibilities and timelines from the customer-side agreements and company

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 Installation, and training scheduling, until sign-off and hand-off to Professional Services Team.

**Clientele:** 911 Centers across the United States, Call Centers in Toronto Canada.

### Communications Systems, Inc. (CSI) Memphis, TN

Installation Manager May 1993 – June 1996

**Responsibilities:**

* **Reported to Randy Williams – Director of Operations**
* Oversight of site visits and attendance on sales call to establish needs of perspective customers in the 911

 PSAP arena for Digital Voice Recording, as well as, servicing a multitude of PBX and Key Phone Systems.

* Responsible for budgeting, hiring, and training of team, along with inspiring motivation skills and ensuring

 ability to service and handle technical calls.

* Responsible of all standard product deliverables, along with seeking custom solutions when required to meet

 customer needs.

* Mange delivery process, while focusing on customer success and adhering to budget requirements within the

 guidelines of the Scope of Work.

* Successfully increased profitability, via PBX and Key Phone System skills, along with thorough understanding

 of 911 Center needs.

# Education

**Southeastern Career College / Jonesboro, AR / 1986 & 1987**

*Associates in Telephony*

**ULAR / National Engineering Technical College / Little Rock, AR / 1985**

*Studies of Electronics Engineering; Board Components; Soldering Techniques*

*Business Management Studies*

**Black River Technical College / Pocahontas, AR / 1984**

*Studies of Electronics and Auto technician*

**Self-Employed Farmer / Jonesboro, AR / 1976 - 1984**

# Military

**Unites States Marine Corps USA 1974 – 1976**

Honorable Discharge

MOS: Aviation Electronics / Ordinance Munitions

Good Conduct Medal

Hazardous Duties Award

# High School

**Westside High School 1970 - 1974**

**Jonesboro, AR**