

James Kennedy Drake

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Objective:

Utilize my strengths in enterprise and executive level relationship management, my expertise in process review, design and simplification and my proficiency in the digital world to advance into the next step of my career.

To join an organization that is going to push the boundaries of modern life, striving for the utmost customer loyalty to allow me to leverage my experiences, dedication and skillset to consistently deliver superior results.

Profile:

- Experienced Senior Account & Client Success Manager with a proven track record of delivery and superior results in selling industry leading SaaS and on premise products.
- Well-traveled and experienced in working internally and in the field across Canada and the United States.
- Excellent relationship management skills with LOB and C-Level contacts.
- Fast understanding of process breakdown, the resolution and then implementation.
- First-rate learning agility and product knowledge with a demonstrated ability to train others on new products and processes.
- Outstanding mentorship of others in sales techniques, problem solving and time & opportunity management.
- Detail orientated however with the ability to present and represent big picture thinking and strategy.
- Leader of successful sales teams across my career.
- Excellent knowledge of leading technologies acquired through various account management roles with industry leaders in technology.
- Creative thinker with an ability to develop leading edge internal processes.
- Bearer of two valid passports - European Union (UK) and Canada.
- Comfortable large scale public speaker and presenter

Career Highlights and Consistency:

- Top Sales Visual Business Solutions Sales Rep – FY17 Q3, FY17 Q4, FY18 Q1, Q2, Q4
- Rapid expansion of Oracle Marketing Cloud throughout Ontario: FY14/FY15
- ERP-One growth of nearly 200% in FY13
- First Mississauga Hub: 5 in a row Million Dollar Quarters
- Top Technology OracleDirect Sales Rep – North America: Q1 FY11
- Top Technology OracleDirect Sales Rep – Mississauga: Q4 FY11
- Winners Circle: FY09 Q2, Q3
- Oracle Club of Excellence: FY08
- Against all Odds Award: FY07 Q2, FY08
- 166% Territory budget FY10
- 104% Territory budget FY08
- Highest Fusion Middleware Revenue for a Core Tech Rep: FY06
- Oracle Club of Excellence: FY12
- 301.7% Territory budget FY12
- National Sales: Grand Slam Award (4 Million Dollar Quarters in One year)
- Leaders Circle: FY11, FY12
- First Mississauga Hub: Million Dollar Plus deal for Technology
- First Mississauga Hub: back to back Million Dollar Quarters in over 10 years
- Top Technology OracleDirect Sales Rep – North America: Q1 FY10
- Above and Beyond: FY07 Q3
- 2 Comma award: FY06: Q2, FY07: Q2, Q3, Q4, FY08 Q1
- 115% Territory budget FY07
- 123% Territory budget FY06
- Fast start Award: Q1 FY07
- Largest Deal with options award: Q2 FY07

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Experience:

Visual Business Solutions. Madison, Wisconsin (Toronto Based)

October 2016 – May 2018

Senior Account Director & Success Manager – Base Sales Manager and Canadian Net New Sales

- Working with Infor VISUAL ERP installed companies assigned and owned by Visual Business Solutions from Infor.
- Expanding the footprint of VISUAL ERP within these accounts, seeking new opportunity for expansion to meet the client's business goals and solving their business pains.
- Extensive understanding of all Infor VISUAL ERP products, their features and how they solve the business problems. Deep understanding and the benefits of both On-premise and SaaS Solutions.
- In-depth understanding of customers' needs and ensuring timely and innovative solutions to issues.
- Team lead to and managed the Base Sales team. Guided team on forecast calls reporting to executive management while mentoring on sales processes.
- Presenter of Visual Business Solutions Webinars to Net-New and current customer base.
- Streamlined self-generated and team campaigns to build/find better results with more value to customers. Followed up with team members for feedback on campaigns to improve results.
- Demonstrated skill in forecasting my own business and visibility to a clear 90-day-view of projects and initiatives within organizations, ensuring the proper understanding and execution of the go-forward plan.
- Continued face-to-face meetings with top customers throughout the United States and Canada travelling with consultants to review customers processes and manufacturing plants.
- Prominent participant in company L10 meetings and taking lead on multiple projects with great success.
- Direct involvement with VBS marketing team:
 - Leading SMARKETING meetings – Blending the Sales and Marketing teams
 - Marketing calendar creation and planning
 - Designing Marketing materials for VBS Services
 - Social strategies, content design and scheduling
 - Event, Webinar and campaign planning
 - Opening presenter of VBS webinars and coordinator

Oracle Canada ULC. Toronto, Ontario

October 2014 – December 2015

Applications Sales Manager – Net New Logo Sales Canada East

- Seeking Net New logo sales within assigned territory, firstly of Eastern Canada and later only Ontario. Working with companies that are within the SMB and Midmarket space.
- Managing the full sales process, educating the customer on the solution from first look to on-boarding product. Working with Pre-Sales Consultants and Product specialists when required.
- Understand current customers business needs and challenges to be able to cross sell other solutions within the Oracle Marketing Cloud product stack.
- Drive attendance to and also attend local marketing events, conferences and MeetUps as well as designing and executing personal events.
- Pipeline Management and growth through self-led campaigns either via call-calling or through electronic social networks.
- Working knowledge of Oracle Marketing Cloud products with ability to high level demo Eloqua.

- Work with Oracle Marketing Cloud Partners to create a complete project scope including ROI development of solutions.
- Built on past Oracle contacts as well as growing new connections within the company to be able to utilize the strength of the entire organization.
- Expand personal reach by networking within the marketing space locally and immersing into the marketing ecosystem and industry by reading and following media publications and social outlets.
- Lead virtual team of Business Development Representatives and Inside Sales Reps to align goals and objectives to drive revenue goals within territory.

ERP-One Consulting Inc., Calgary, Alberta (Toronto Based)

June 2013 – October 2014

Sales Manager – March 2014 to October 2014

Business Development Manager – June 2013 to March 2014

- Drive sales in all areas of the business including growth and relationship management with current and new customers.
- Increase and manage pipeline in all areas of business focusing on strategic regions and product areas.
- Work with ERP-One team-leads to develop their business units, strategize go-to-market plans, productize past projects and increase sales.
- Work directly with Business Partners of ERP-One to build relationships and sell products and services.
- Develop marketing plans and events.
- Attend User Groups locally and across North America.
- Manage partners' sales pipelines with weekly review meetings and monthly global sales meetings.
- Increase knowledge of new products and services to enhance presentation of offers to customers both in-person and online.
- Track trends and ongoing industry news and updates for JD Edwards as well as partner specific areas such as Security and Data Retention.
- Develop internal sales processes and procedures; refine methods with input and direction from the Managing Partners of ERP-One.
- Manage internal salesforce CRM sales pipeline for sales opportunities, and develop processes, rule-sets and reports for company employees.
- Lead internal monthly sales meetings with Managing Partners and business unit team-leads. Development of the sales meetings structure.
- Plan event logistics and people management for JD Edwards tradeshow conferences and regional user group meetings.
- Work with external marketing group to develop promotional materials.
- Oversee creation and enhancement of presentation packages, including selection, inventory and management of company branded merchandize.
- Ongoing development of sales documentation, including ordering documents, statements of work, service agreements and preparation of orders and quotes for new sales.

Oracle Canada ULC, Mississauga, Ontario

June 2005 – June 2013

Senior Account Manager

- Excellent knowledge of customers, their businesses, vision and direction through industry research, and ongoing relationship management
- Well-versed in Oracle products and solutions and utilization of, consulting teams and technical solutions that result in aligning customer needs with the appropriate Oracle solution.
- Demonstrated ability to up-sell technology solutions to customers resulting in an expansion of footprint.
- Excellent internal relationship and networking skills through the Oracle global network, resulting in a deep understanding of many product areas that add value to customers and assists in meeting their goals and result in Oracle having a deeper overall footprint with these organizations.
- Targeted customers via cold calling with different campaigns surrounding the Oracle product stack and focus on different level and line of business dependent on the campaign.
- Created personal and team campaigns that suited team and customers' needs.
- Team lead with "Tuesday Focus" campaigns that examined different areas of Oracle product stack that needed pipeline growth with a plan to increase customer awareness and find opportunities within this area.
- Generated marketing material for outreach to customers on field marketing events.
- Achieved the highest average attendance to field marketing events with procedure created to track, follow up and further educate the customer.

Dell Canada Inc., Toronto, Ontario

July 2003 – June 2005

DDS Sherway Gardens Representative

DHS – Inside Sales Representative

- Direct in-person sales with customers / Dell Direct Store internal volunteer
- Overcoming challenges of not having internal resources
- Telephone sales and Customer service
- Excellent knowledge of Dell products