

CHARLENE JOHNSON, MBA

Director/Consultant: Re-Engineering • Change Management • Technology Strategy

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Building honest relationships, developing world-class teams, and translating needs into bits and bytes.

Uncommonly effective leader who rallies employees, vendors, and clients behind projects that matter. Earn respect by honoring others, telling it like it is, and rolling up sleeves to work side-by-side with team members when needed. Combine solid technology knowledge from early engineering career, real-world management experience, and recent MBA from world-renowned university. Known for:

- Planning and managing process, organization, and technology transitions that take business to the next level.
- Building empowered, engaged, and knowledgeable teams by fostering professional development and partnering to plan fulfilling career paths.
- Wowing customers and winning awards for doing whatever it takes to follow through on client commitments.
- Shedding positive light on employers by speaking at industry events, collaborating on high-impact client presentations, and earning positive media coverage.
- Rescuing corporate image and bottom line by turning around failing projects and poorly performing team members.

Professional Experience and Impact

Global Crossing (GC); Reston, VA

1999–Present

\$2.6B global IP solutions provider with first integrated global IP-based network: data, voice, collaboration, broadcast, and media.

Senior Manager of Sales Engineering (2009–Present): Lead 8-member team of engineers covering 9 states plus Canada. Also oversee Hong Kong-based direct report in delivery of B-end technical support for all North America accounts with a presence in Asia. Accountable for sales engineering aspect of \$110M+ portfolio encompassing 3 of the top 6 accounts in the enterprise sector.

Match sales engineers to prospective clients and ensure productivity and quality standards are met. Guide strategies for converged technologies. Collaborate with senior managers on business strategy and customer escalations. Key clients include General Electric, Computer Science Corporation, NCO Group, WebMD, Konica Minolta, and Bausch + Lomb.

- Engaged and informed C-level executives in existing and prospective accounts, regularly holding high-level meetings and presentations live, on the phone and via the web.
- Supported account managers in generating highest sales in region for Q3 2010.
- Averted HR problems and firing/hiring expense by turning combative employee into valued, collaborative team member. After receiving numerous complaints about an inherited engineer, and verifying them through personal observation, provided employee with clear expectations and tools for transformation.
- Strengthened client relationships, ensured project success, and stayed abreast of engineers' development by attending monthly and quarterly business reviews with existing customers.
- Enhanced team capabilities, strengthened value proposition with clients, and helped win pricing concessions from vendors by having the team of engineers with the highest number of industry certifications.

Turned around endangered Bausch + Lomb account with "Get Well Plan."

New customer Bausch + Lomb experienced a tumultuous on-boarding process. Asked to restore B&L's confidence, partnered with GC's CTO/CIO and managing director of North American as well as B&L's senior leadership and engineering teams to assess the situation. One month later, presented a "Get Well Plan."

- ⇒ Effectively reset customer's expectations about realistic results.
- ⇒ Empowered customer with additional resources for support and education.
- ⇒ Laid groundwork for what is now a productive working relationship with a satisfied client.

Continued...

Senior Sales Engineer (1999–2008): Hired as sales engineer and earned rapid promotion to senior sales engineer covering VA, MD, and DC territories. Customer-facing contributor designing custom wide area networks (WANs). Provided technical support to Sales and global customers and collaborated with Sales to build RFP and RFQ responses. Designed and delivered client presentations, trained reps on new products, and liaised with vendors.

- Hit the ground running, winning Eastern Region MVP of Sales Engineering shortly after joining the company.
- Played pivotal role in landing multiple large accounts, including Sylvan Learning Systems, AARP, AES, and American Israel Public Affairs Committee (AIPAC).
- Earned Edge Award for going beyond the call of duty to support installation of international private line. Worked 5 straight nights, coordinated with Operations, Sales, an Australia-located vendor, and the customer.

Enhanced industry reputation for GC and client company with complex design of 75-site global network.

Conceived design for large dispersed network and provided hands-on assistance with installation. Invited by client, AES, to present design at their global IT vendor's conference in Spain.

- ⇒ Sites were installed ahead of schedule and under budget.
- ⇒ Gained exposure for GC with 75 influential industry players.
- ⇒ Helped inspire 15 new subsidiaries to join global AES MPLS network infrastructure.

Hughes Network System (HNS); Germantown, MD

1995–1998

\$1B+ satellite communications provider with professional services clients in the US, Europe, India, Brazil, and China.

Senior Project Engineer (1998, 6 months) / Product Engineer, Satellite Networks (1995–1997): Brought on to provide post-sales technical support worldwide, working onsite in Chile, Venezuela, Malaysia, the Philippines, Indonesia, and Korea. Installed software/hardware components for satellite networking devices. Trained new product engineers.

- Honored as only HNS employee to earn Prestige Customer Support Award from customer. Award was conferred in gratitude for working 48 hours straight to complete a critical software upgrade.
- Promoted HNS quality and diversity as featured employee in several company advertisements.

Volunteer Projects

Honed business strategy and project management skills as volunteer for non-profit organization. Representative projects:

- **Uncovered \$20K in misappropriated funds.** As part of 3-member leadership team managing 17 volunteers, personally launched an audit of individual contribution statements in response to member complaints.
- **Co-managed \$1M budget as member of Financial Management Team.** Tracked spending and worked with individual committees to improve P&L position.
- **Mitigated organizational sprawl and set the stage for future growth** by creating first-ever organization chart.

Academic Qualifications, Affiliation, and Media

MBA in Management, The Johns Hopkins University Carey School of Business, Baltimore, MD, 2010
Earned degree while working full time. Graduated with 3.6 GPA.

BEE, North Carolina Agricultural and Technical State University, Greensboro, NC, 1994

Leadership Development Program Certificate, The Johns Hopkins University, Baltimore, MD

Member: **National Society of Black MBAs • Delta Sigma Theta Sorority, Inc.**

Featured in: **US Black Engineer & IT Magazine:**

Women in Technology (1995), Women Who Make a Difference in Technology (2000)

Distinguished HBCU Graduates (2003)