

ALAN M. SUNNERS

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SENIOR LEVEL EXECUTIVE BRIDGING TECHNOLOGY AND CLIENT MANAGEMENT

Accomplished executive with international experience in the IT outsourcing, call center, and mergers and acquisitions. Introduced transformation and managed change in organizations. Demonstrated abilities in developing strong client partnerships with global companies. Inspirational leader consistently delivering excellence and profitability. Verifiable experience in managed and professional services, consulting, and client advocacy. Strong client and vendor management skills. Proven track record of client add-on business to increase revenue. Exceptional leader with integrity, dedication, and sense of urgency. Extensive experience in:

Managing large decentralized multi-national organizations
Sales and support of large and complex network infrastructure
Building, leading, and motivating global technology teams

Transforming Operations
P&L responsibility US\$150M+
Virtual, global, 24/7 Operations

CORE COMPETENCIES

NETWORK COMPUTING AND OPERATIONS

VoIP and Traditional Voice Networks
Network Operations and Support
Voice and Data Center Operations
Offshore App/Network Centers
Fault/Crisis Management
Technical Architecture and Strategy
Cloud Computing
Software Defined Networking

BUSINESS AND MANAGEMENT

Client Relationship Management
International Business Development
Contract and Negotiations
Global and Large Account Management
Operations and Financial Management
Partnerships, Joint Ventures, and Alliances
Mergers and Acquisitions
Client Loyalty Programs

CAREER EXPERIENCE

ACCENTURE, PHILADELPHIA, PA

2017-PRESENT

Global Sales Lead, Cisco, Palo Alto, and Infrastructure Outsourcing Resale

- Developed new team to promote increased renewals of software licenses and partner maintenance agreements. Increased renewal rate from 22% to over 80%.
- Exceeded global Cisco sales target for 2018 by 14%, on track to exceed Palo Alto 2019 targets including 25% increase in target. Developing, enabling, and executing Accenture's joint go-to-market strategies with Cisco and our clients. Embedding IO into our offerings (enabling our sales teams).
- Primary focus is improving Accenture's global partner and IO sales channels with 3rd party relationships, assets and capabilities contributing to the growth of our services business.

VIWEST, ALLENTOWN PA

2017-2017

US\$750M international provider of hybrid IT services delivering infrastructure solutions spanning colocation, interconnection, cloud, and managed services.

Vice President, Client Services

- Planned, initiated, prioritized and managed key projects for M&A activity. Defined merger post-closing operational and technology strategy, organizational structures, and future-state business processes and supporting technologies. Ensured acquisition integration and synergy plans (systems, operations, customer service, vendor relations, headcount, etc.) were properly executed and met targets.
- Combined two disparate operations groups from previous M&A in single cohesive 24x7x365 team providing critical, technical onboarding and operational support for all cloud and managed service offerings. Responsible for managing entire integration lifecycle across provisioning, implementation, operations, and support.

