6900 Roberts RD Coopersburg, PA 18036 alan@sunners.com Home +1 (610) 282-2828 Mobile +1 (610) 417-0996

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.

VIAWEST, 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.

ALAN M. SUNNERS PAGE 2

DIMENSION DATA, MALVERN PA

2008-2017

US\$8B global leader in the full lifecycle of IT services encompassing provision and management of consulting, professional, cloud, managed, procurement and supply chain, and IT outsourcing services

Vice President, Service Delivery (2013-2017)

- Led Professional Services M&A activity after acquiring \$750M competitor. Integrated both PMOs and engineering groups. Created four workstreams to ensure knowledge transfer and best practice sharing before deciding on adoption strategies. Ensured culture adopted by all new employees.
- Responsible for successful turn-around effort at global outsourcing client. Led operations teams in US, UK, Belgium, India, and Singapore. Renewed \$21M contract, created new project delivery model for another \$8M, implemented automation, and increased overall gross margin by 3%.
- Accountable for professional services portfolio of 200+ projects generating \$51M+ in revenue annually and renewing a managed services portfolio \$140M+ in contracts.
- Restructured service delivery management (SDM) function to cover all services towers. Accountability for operational goals, client satisfaction goals, and budgetary targets including renewals, and delivery of all IT services (PS, MS, staffing, cloud, and consulting).

INFONXX, BETHLEHEM PA

2002-2008

US\$1B provider of enhanced information and directory assistance solutions to wireless, wireline, and corporate client globally. 28 international call centers handling over 1.2B calls/year

Vice President, Technology (2005-2008)

- Directed managed services teams in US, UK, France, and Philippines providing Professional Services, Field Support, Project Management, Client Training, Product Documentation, etc.
- Managed global technology expense budget of US\$105MM including 225 staff. Managed all escalations from existing clients for any operational issues in US, EU, and Asia/Pacific.
- Built global NOC in Manila. Planned facilities, created processes, hired 50+ staff, and implemented network monitoring and management tools across the US, EU, and Philippines.

ALLTEL Information Services, Houston TX

1995-2002

US\$7B developer of Retail, Commercial, and Mortgage Banking software. Provider of computer network consulting services, systems integration services, and outsourcing.

Director, Network Consulting

Created team who delivered planning, implementation, and operations consulting services. Managed multiple teams in San Diego, Chicago, Denver, New York, Toronto, London, Jamaica, and India.

- Increased sales in professional services business unit from US\$6M to US\$12M in 2 years
- Led startup of new managed services business unit for offshore development. Partnered with offshore company and generated US\$1.5M (at 42% margin) in revenue in the first year of operations.

BISYS GROUP, HOUSTON, TX

1989-1995

Manager, In Bank Services

Company's senior network and client/server technologist. Pioneered company's first client/server technology offering. Established team of client/server engineers to support clients. Represented client/server technology organization to all domestic banking clients. Managed design and support staff, and inbound support center.

EDUCATION

Rensselear Polytechnic Institute (RPI), Troy NY pursued BS Computer Science Additional - SMU (Business Administration), MIT Sloan School of Business (Finance) Six Sigma Green Belt, ITIL Foundation certified Co-inventor on several national and international patents