

**ERIC MILLER**

121 Osprey Court  
East Stroudsburg, PA 18301  
570-236-7479 (Cell)  
Em493@ptd.net

**PROFESSIONAL EXPERIENCE****ARMA International, Albany NY (1/2014 to Present)**

**VP Sales & Marketing:** Focus includes project management and the sales and marketing for our freight and truck routing system called MuniRoute.

**KORYAK CONSULTING INC. Pittsburgh, PA (4/2010 – 12/2013)**

KORYAK is a business management and IT consulting company. Services provided include: Business strategy development, business process redesign (BPR), workflow and electronic document management, application development, and program and project management.

**Director Business Development:** Develop a multi-channel marketing approach that includes selling services both direct and through the development of channel relationships. Project Management and relationship development and management.

Accomplishments:

- 2 large system implementations in NYS
- MD Health Insurance Exchange Program Management
- Philadelphia DA document management system
- Hospital based meaningful use related security risk assessments

**NORTHROP GRUMMAN INFORMATION TECHNOLOGY, Chantilly, VA (1997 – 3/2010)**

Northrop Grumman Information Technology provided IT services to both state and local government entities as well as commercial companies. Solutions and services provided include IT Outsourcing, Public Safety, Security, Health & Human Services, and Intelligent Transportation.

**Multiple positions in a series of promotions and increased responsibilities including: Senior Account Manager, Strategic Capture Manager, Regional Director of Sales, Eastern Region, Director of Sales Operations CSLG.**

**Director of Sales Operations:** Manage all aspects of daily operations for the State & Local Government and Commercial Sales business unit. Including budget administration and management, resource allocation, pipeline prioritization, solution development & strategy, plan and develop territory strategies to capitalize on key opportunities and expand market share. Formulate and implement initiatives to improve processes and procedures for enhanced efficiency and productivity. Lead team of 15 Sr. Sales Executives including train and mentor new sales executives on effective sales tactics and techniques.

Accomplishments:

- Process Improvement - SAP CRM system rollout
- Spearheading large account acquisition initiative.
- Capture strategy & proposal manager for strategic state & local government ITO opportunities

**Regional Director of Sales, Eastern Region:** Recruited, hired, trained, managed, and evaluated ten (10) senior account managers in selling IT outsourcing and process redesign solutions, telecom financial management, and both physical and data security services. Provided leadership and direction, manage cross functional teams, develop sales strategies, and implement innovative solutions to drive sales to closure.

Accomplishments:

- Attained 100% of revenue goals
- Major wins in 2 major automotive manufacturers
- City of Indianapolis IT Outsourcing engagement Process redesign – designed and managed a new workflow based order management system saved \$2.5 million per year, reduced order processing errors by 70%, increased customer satisfaction, and saved processing time in multiple departments.

**Strategic Capture Manager:** Guided and supported territory sales representatives throughout the US in large key accounts opportunities. Including capture strategies, solution development, proposal preparation and presentation, pricing, and contract negotiations.

Accomplishments:

- Closed a major engagement with a global news organization.
- Closed a major engagement with a national food distributor.

**Senior Account Manager** Promoted and sold all service offerings, including; IT Outsourcing and managed services, hardware maintenance, software support, consulting services, and other enterprise solutions in OH, KY and IN. Met and exceeded all business objectives.

Accomplishments:

- Developed Commonwealth of KY into a major account.
- Engaged with KY to develop a “shared services” strategy for the Commonwealth.

### **GENERAL ELECTRIC INFORMATION SERVICES, INC., New York, NY (1987 – 1997)**

**Senior Account Manager:** Supported Fortune 500 global companies in New York City and surrounding area. Promoting business process redesign solutions & services based on a global network, cloud based applications and eCommerce solutions.

Accomplishments:

- Colgate Palmolive – Global financial consolidation solution and implemented eCommerce program
- Seagrams – Designed and implemented a distributor communication system and data warehouse solution
- Continental Grain –Developed and implemented an eCommerce solution
- Lorillard – Designed and developed eCommerce solutions and designed and implemented an EFT

**Product Development Manager:** Head the development of an IBM based cloud computing platform.

Accomplishments:

- Developed promotional material, Developed training material, Developed sales goals and tracking systems, Developed and managed budget
- Trained national sales organization and Supported sales activities as an SME

**Institute for Infrastructure Asset Management** (IIAM) – Member of Board of Directors (March 2011 – present)

### **EDUCATION**

Bachelor of Business Administration with emphasis in Marketing, Pace University, Pleasantville, NY

#### ***Certifications***

ITIL v3 Foundation, Global Knowledge, Inc.

#### ***Professional Development***

Northrop Grumman Management Training, GE Management and Six Sigma Training, IBM Management Training, Miller Heiman Sales Training, AMA Professional Development, Shipley Associates Strategic Selling and Business Acquisition Process Development