

Andrew Milo

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PROFESSIONAL SUMMARY

Dynamic, results-driven technical sales professional with over 15 years experience in enterprise solution design, software development and marketing, as well as technical and operational management. In-depth knowledge across a wide array of technologies, including object oriented programming for Windows, UNIX, Linux and VAX/VMS platforms, Oracle and Microsoft SQL Server databases and Internet applications/sites. Highly skilled in acquisition and management of major, large-scale accounts.

- Maintain a winning, positive attitude no matter the situation. Never, ever give up.
 - Innovatively analyze and resolve issues, applying knowledge of solutions and products to match client's best interests.
 - Exceptional ability to translate and communicate complex technical concepts to diverse audiences. Quickly develop trust with potential clients.
 - Polished presence highly effective with C-level management, with extensive technical background that lends credibility during sales process.
 - Results-driven high-achiever, consistently producing solutions that contribute to revenue growth, improve business efficiencies and increase service levels. Deliver above and beyond promises.
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KEY COMPETENCIES

Client Relationship Management
Large-Account Acquisition/Support
Business Value of Technology/ROI

Systems Architecture/Design
Software Engineering
IT Operations

PROFESSIONAL EXPERIENCE

Open Text - Artesia, Los Angeles, CA
Senior Solution Architect

12/2006 – Present
~3 Years

Drive sales and marketing efforts of Digital Asset Management software in North America for Open Text's Artesia Digital Media Group. Serve diverse clients set in entertainment, broadcast, publishing and corporate brand management.

Selected Clients: 20th Century Fox, Paramount, Televisa, New Line Cinema, Getty Images, AMD, Macys', Annenberg Foundation, Premiere Retail Networks, Columbia Sportswear, Sun Microsystems, Northrop Grumman, Walmart, Polo Ralph Lauren

- End to end sales cycle management from comprehensive customer needs analysis to onsite demonstrations to producing a Statement of Work for implementation.
- Design cutting edge Digital Asset Management solutions for myriad use cases spanning a diverse client base.
- Manage ongoing technical relationship for marquee accounts ensuring success and driving additional revenue.

Key Accomplishments:

- Recipient of "Best Sales Teamwork Award", August, 2009
- Responsible for \$9M in sales FY08.
- Key technical account management drove a 500% increase in product adoption, yielding \$7M/yr savings for a major film studio.
- Architected several competitive displacements at major international brands.
- Elected as the field representative by product management to help shape next generation products.

Environment: UNIX, Windows, J2EE, Oracle, MS-SQL as well as an extremely diverse set of ecosystem integration points to most major vendors in video, print and marketing management subsectors.

Mainsoft, Los Angeles, CA
Senior Technical Account Manager

06/1998 – 12/2007
8 years 6 months

Drove sales and implementation of products/services to Fortune 1000 companies in the US and Canada.

Selected Clients: CA, IBM, HP, Syracuse Research, Business Objects, Mentor Graphics, Altera, Group 1, Fidelity, Avid/Softimage, Lockheed and Boeing.

- Delivered key support for sales through technical presentations and detailed customer needs analyses.
- Conducted formal, project-based proof-of-concept evaluations.
- Technical lead on next-generation product rollouts, supporting media tours, existing account adoption and marketing collateral task force.

Key Accomplishments:

- Exceptional management of technical relationship ensured customer satisfaction and consistent up selling.
- Achieved \$3.5M in one year on a two year target of \$1M by leading an innovative Strategic Account Plan for repeat business with existing customers.
- Achieved 90% closure rate.
- Partnered with sales team to consistently win top honors and awards.
- Instrumental in closing 75% of company's multi-million dollar sales.
- Recipient of distinctive "Whatever it Takes" Award.

Environment: UNIX, Windows, Visual Studio.NET, J2EE, C++, C#, VB.NET

RentGrow, Inc., Waltham, MA
Manager of IT

03/1996 – 06/1998
2 years 4 months

Directed company-wide operations, including secured central cluster system with 24x7x365 availability for processing tenant applications. Oversaw data connectivity of corporate office and remote sites, as well as massive Remote Access System for clients representing 500,000 rental units.

- Designed and led implementation of critical system migration, using OpenVMS, UNIX, Windows NT, Oracle, Oracle RDB and SQL Server. Ensured complete integration with peripheral enterprise applications.
- Partnered with CTO to design hardware/software, including establishing a next-generation, n-tier Internet processing platform and integrating new system with existing enterprise applications.
- Reviewed and upgraded central telecommunications system.
- Created/implemented client billing database with GUI tools front end.

Key Accomplishments:

- Successfully developed key components of innovative Internet platform, pioneering e-business with first Web-based credit report.
- Spearheaded seamless system migration, resulting in a 600% increase in capacity with no downtime, saving \$200,000 over outside proposals.
- Upgrade of telecom system substantially increased capacity while saving thousands of dollars monthly.

Environment: OpenVMS, UNIX, Windows, Oracle, Oracle RDB, SQL Server, RAS, C/C++, Java, ASP, Perl, DCL, HTML, Access, VB

Brandeis University, Waltham, MA
Information Services

1991 – 1996
5 years

Webmaster and Systems Programmer (09/1994 – 03/1996)

Developed, deployed and maintained University's central computing systems. Supported University WAN, ensuring connectivity.

- Spearheaded adoption of Internet technology throughout the organization.
- Supplied pivotal backup and support services for IS Director.

Key Accomplishments:

- Conceived, designed and installed central Web infrastructure, including promotional public site and 15 satellite sites.

- Developed University's first Intranet, providing wide range of e-business capabilities from information extraction/exchange to order fulfillment.
- Instrumental in major central computing cluster upgrade of 6 enterprise-class VMS machines serving 3500 constituents.

System Administrator (08/1991 – 09/1994)

Supplied comprehensive support for 50 UNIX-based systems.

Environment: UNIX, VMS, Macintosh, Windows

TECHNICAL SKILLS

Languages: VB.NET, C#, ASP.NET, JSP, XML, C++, Perl, PHP, SQL
Java, HTML

Creative Apps: Photoshop, InDesign, Illustrator, Quark, Flash

Video Related: FlipFactory, Rhozet, Cynegy, FPD DIVA, StorNext, Avid, FCP

DB Related: MS SQL Server, MySQL, PostgreSQL, ADO.NET, Oracle

Operating Systems: Windows, Linux, UNIX, Mac OS-X, OpenVMS

Servers: JBoss, WebSphere, WebLogic, IIS, Apache

IDEs/Tools: Visual Studio .NET, SunOne Studio, Dreamweaver

Networking: WAN, LAN, Routers, Switches, TCP/IP, DNS, DHCP

OTHER INFO

Success Stories: <http://www.andrewmilo.com/success-stories/>

Quotes from Colleagues: <http://www.andrewmilo.com/quotes-from-colleagues/>

EDUCATION

Brandeis University, Waltham, MA
B.A., Economics and Business Management, 1995 (Cum Laude)
Concentration in Computer Science
Recipient of Justice Louis D. Brandeis 4-Year Full-Tuition Scholarship
