

CHARLES MCDOWELL

SUMMARY

Customer-oriented sales and services management professional, with experience planning, selling, and delivering products and services to a wide variety of industries.

PROFESSIONAL EXPERIENCE

RETIRED

2016 – Present

Responsible for travel, dining, sports, visiting friends/family, and enjoying grandchildren!

SUM GLOBAL TECHNOLOGY, LLC, Atlanta, GA

2002 - 2016

Provider of professional software development services.

Founder and Chief Executive Officer

Responsible for all facets of the business. Sell, negotiate terms, and manage delivery of professional services to large customers, including General Electric, Distribution Control Systems, Landis & Gyr, Hunt Technologies, Tendril, General Motors, Genuine Parts, Fedex, and others. Hire, train, and manage project managers and engineers. Built the company from scratch to multi-million dollar annual revenue.

CYSIVE, INC., Atlanta, GA

1999 - 2002

Supplier of custom e-business software development services.

Partner

Delivered professional services to customers in the Southeast Region, negotiated statements of work, contracts, and pricing. Managed twenty-three project managers and engineers.

Account Executive

Quota carrying Account Executive, selling into large organizations, such as United Parcel Service, Bank of America, Cox Enterprises, Equifax, Sea Ray Boats, First Union National Bank, and Transamerica.

- Opened a new Southeast Region and surpassed multi-million dollar revenue goals by building relationships with key managers in Fortune 500 companies, identifying required projects, negotiating and closing contracts.

SILICON GRAPHICS, INC., Mountain View, CA

1997 - 1998

Provider of high-powered graphics workstations, servers and software.

Professional Services Manager

Delivered customized and packaged professional services to customers in the Eastern Region. Negotiated contracts, statements of work, and pricing. Managed eighteen project managers and engineers.

- Created a dependable revenue stream by planning, pricing, staffing, and training for delivery of repeatable, fixed price, fixed duration professional services packages.
- In the absence of the North American Professional Services Director, I took the position on a temporary basis, managing two other regional managers. Interviewed and recommended candidates for North American Professional Services Director.

BELLSOUTH CORPORATION, Atlanta, GA

1991 - 1997

Regional Bell Operating Company, providing telecommunications services to the nine state Southeast region.

Director of Emerging Services, BellSouth.net

Acted as liaison between marketing and engineering by providing technical input as new services and new features were being planned.

Director of Network Operations, BellSouth.net

Provided network management services for several BellSouth networks, including the Internet (BellSouth.net) and X.25, and also for private customer networks. Managed a total staff of forty-three, with six supervisors.

- Planned and built a state of the art network operations center. Planned and integrated all hardware and software used for network monitoring, trouble ticketing, problem resolution, and customer interaction resulting in high customer satisfaction and a JD Power Excellence Award.

Vice President, BellSouth Network Solutions

Planned and implemented a network monitoring and problem resolution service center, providing shared services to BellSouth customers. This service was a precursor to the ASP model. Participated in sales, negotiated contracts, planned customized implementations and procedures, and managed service delivery. Managed a total staff of twenty-eight, with three supervisors.

Program Manager, BellSouth Advanced Networks

Planned, managed and delivered customized network management projects to large enterprises, as well as internal BellSouth groups. Was responsible for or was involved in the planning and development of several internal BellSouth systems, including the RTOC Integrated Network Management System and the BOSS Broadband Operations System (part of the first state-wide ATM network, the North Carolina Information Highway.). Managed up to thirty-two project managers and engineers.

- Helped to close and negotiate terms for BellSouth's first professional service contract worth greater than one million dollars. Managed the delivery of that contract, an integrated network management system for United Airlines in Denver.
- Was responsible for the first system that allowed fully automated interchange of provisioning and error reporting information between BellSouth and Interexchange Carriers, such as Sprint and ATT. This system cut the average time required for circuit ordering from thirty days to two weeks. This "Electronic Bonding Gateway" was the basis for several similar BellSouth systems, such as Local Number Portability.

DATA GENERAL CORPORATION, Atlanta, GA

1981 - 1991

Manufacturer of micro, mini, and mid-range computer systems.

Project Manager

Managed internal network implementation projects for field offices.

Systems Engineer

Provided consulting services, support, and training to customers such as Eastern Airlines, Brown & Root, Carolina Power and Light, Home Depot, and many federal, state, and local government agencies.

E-SYSTEMS CORPORATION, Falls Church, VA 1980 - 1981
Defense contractor, providing high-technology solutions to all branches of the United States military.

Software Engineer

Designed and coded real time electronic warfare data acquisition systems. Held SECRET security clearance from Department of Defense.

EDUCATION

MS Computer Science, University of Tennessee, Knoxville, Tennessee
BS, University of Tennessee, Knoxville, Tennessee