



ANDREW NEAL, PMP

BUSINESS PRACTICES MANAGER

SELECTED HIGHLIGHTS

- Earned recognition through the **35 under 35 2023 (SRQ Magazine)** and **40 under 40 2023 (Business Observer Magazine)** accolades as an industry thought leader.
- **Improved employee NPS scores** and drove Scanco to receive the Top Place to Work Sarasota 2023 & 2024 designation, enhancing employee benefits and driving employee development opportunities.
- **Boosted overall existing customer sales by 75% YoY** via a custom sales team expansion strategy that was adopted as a company gold standard.
- **Increased direct partner referrals by 60% at Avalara** by integrating in-depth analysis on sales and partner engagement, using approaches that were scaled across the business.

PROFESSIONAL EXPERIENCE

Endpoint Automation Solutions 2017 – PRESENT

Chief Operating Officer: 2021 - Present

Spearhead best-in-class operational strategies and built a high-performing operations team, championing unique optimizations and streamlined processes to boost efficiency and productivity within a rapidly growing organization. Oversee the smooth implementation and monitoring of quality management systems in coordination with C-level leadership.

- Increased employee efficiency and improved partner product adoption by decreasing onboarding time by 60% and customer churn by 4%.
- Boosted Employee NPS to 92% and drove the organization to receive the Top Place to Work Sarasota 2023 designation. Improved employee benefits and sponsored employee development opportunities.
- Designated to lead PE investment, collaborating with a PE firm for due diligence requirements, customer churn data assessments, outlining the technical dept., and highlighting the product roadmap.

SOFTWARE SALES SPECIALIST: 2018 - 2020

Integrated best practices for content creation and the presentation of bi-monthly technical and marketing webinars. Managed all aspects of partner development efforts within the Sage 100 ERP channel.

- Increased overall existing customer sales by 75% YoY via a custom sales team expansion strategy that was adopted as a company gold standard.
- Established a format for the partner ranking system and increased sales volumes by 125%.
- Achieved a retention rate net gain of 7% for existing customer renewals after incorporating innovative new procedures within a short timeframe.

PROFILE

Forward-thinking professional showcasing 14+ years of diverse achievements across sales operations and enablement, thriving with high-profile companies like Scanco and NetSuite/Oracle. Driven and detail-oriented executive leader who excels in understanding needs and driving transformational change, acting as a go-to resource for SaaS and the SMB market. Forges lasting partnerships and fosters strong relationships across teams and stakeholders. Out-of-the-box thinker who champions innovative, data-driven solutions to elevate sales performance and exceed expectations.

CONTACT

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CORE COMPETENCIES

- Sales Enablement/Excellence
- Team Building and Leadership
- Change Management
- SaaS Software Sales
- Process Improvement
- Analysis and Reporting
- Relationship Building
- Stakeholder Engagement
- Digital Transformations
- Strategic Planning
- Performance Development
- Partnership Development

PROFESSIONAL EXPERIENCE, CONTINUED

● SCANCO, CONTINUED

CLIENT CARE SPECIALIST: 2017 - 2018

- Partnered with sales management to refine lead requirements/forecasts to maintain sales excellence and outpace targets against high-profile, Emerging, SMB and Fortune 500 companies.
 - Accelerated growth in the mobile software development segment, securing lasting business relationships and receiving praise for exceptional communication and interpersonal skills.
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● AVALARA STRATEGIC ALLIANCE MANAGER: 2020 - 2021

Built out a specialized alignment strategy to drive engagement across the NetSuite/Oracle partner network, excelling as the POC to increase partner knowledge and proactively train partners. Grew NetSuite Pipeline and business via proactive hunting, leveraging expertise with contemporary sales methodologies. Standardized methods to manage partner inquiries and cut the average sales cycle time. Generated a partner-driven pipeline.

- Boosted direct partner referrals by 60% by integrating in-depth analysis on sales and partner engagement, using approaches that were scaled across the business.
 - Exceeded sales quota by 100% and earned the prestigious Orange Crush H2 Award.
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● TOTAL QUALITY LOGISTICS LOGISTICS ACCOUNT EXECUTIVE: 2016 - 2017

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● WINDWARD DESIGN GROUP

DIVISION MANAGER: 2013 - 2016

Orchestrated planning, procedures, and overall operations for manufacturing employees. Managed sales support collateral, delivering to a 15-person team and upholding a superior work ethic.

- Guided the smooth implementation of MiSys manufacturing efficiency software in Sage 50 ERP, substantially reducing operational expenditures.
 - Reduced scheduled manufacturing time by 22% and managed the complete implementation of stocking and Kanban systems to streamline product availability within strict budget constraints. Boosted order fulfillment speed through new organizational policies to boost customer satisfaction.
 - Designed, manufactured, and released the Covina product line to expand market share. Researched design trends and maintained coordination in the management of specifications and costing.
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ADDITIONAL EXPERIENCE:

General Manager at Chic-Fil-A Franchise: 2009 – 2013

EDUCATION

Bachelor of Arts in Public Relations
Florida Gulf Coast University

Professional Certificate in Management – Business Administration, Management and Operations.

University of Notre Dame

CERTIFICATIONS

- Project Management Professional
 - Professional Certificate in Management
 - Presenting Technical Information with Stories
 - Executive Presence on Video Conference Calls
 - Improving Your Listening Skills
 - Learning Personal Branding
 - Strategic Thinking
 - The Step-By-Step Guide To Building Your Thought Leadership On LinkedIn
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TOOLS

- MS Office 365
- Sage
- NetSuite
- Acumatica
- HubSpot
- Zendesk
- Smartsheet
- PandaDoc
- Bamboo
- Creatio