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Michael J. Knight

Summary of Qualifications

Hands-on, results-focused technology leader with over 17 years of sales, marketing, financial, operations, support, staff development, and broad industry experience.

Proven track record of selling and implementing information systems that drive revenue growth and achieve a high return on investment.

Sales and implementation experience within both entrepreneurial software and professional services companies. Big 4 consulting experience.

Seasoned systems professional proficient in enterprise document management (EDM), customer relationship management (CRM), call centers, product launches, process improvements, program management, and project management.

Professional Experience

05/2004 – Current　　　**IKON Office Solutions**　　　　　　　　　　**Atlanta, GA**
Director, National Solutions Group

- Directed a national team of 30 Enterprise Content Management sales and delivery staff. Managed resources in 8 different cities in North America. Implemented IBM Content Manager, EMC Documentum Application Extender (AX), Kofax Ascent Capture, EMC Captiva, Westbrook Fortis, and Rightfax software.
- Team revenue increased from $3.7m in FY '04 to $6.4m in FY '05, finishing with 73% growth year-over-year and at 120% of plan.
- Responsible for analyzing and determining vertical market solutions and initiatives for IKON Enterprise Services, a 16,000-employee organization responsible for more than $2 billion in annual sales for a Fortune 500 company.
- Developed and managed departmental budgets, P&L, metrics and forecasting. Restructured underperforming unit and quickly increased sales and billable utilization.

02/1998 – 04/2004　　　**EFI Inc. (formerly T/R Systems)**　　　　　**Norcross, GA**
Vice President, Professional Services & IT

- Responsible for product development, implementation and installation; pre/post-sales support activities; sales and user end training; overseeing all aspects of professional services agreements; and direction of a virtual team of 20 staff members in Atlanta, GA and Mumbai, India at a $32m software company.
- Established new consulting group that raised post-sales service revenues from zero to a run rate of $500k per quarter. Developed new sales-channel partner relations, identified additional new business opportunities, and directed successful service delivery on existing and new products.
- Delivered over 30 concurrent implementation projects for customers in North America and Europe and developed rapid delivery methodology to streamline installation and expedite final system delivery.
- Directed all internal IT operations to meet staff requirements as well as overall planning, organizing, and execution of the support and maintenance of existing enterprise applications.
- Created and launched Digital Storefront (DSF), the leading self-branded eCommerce Web application for digital print providers. Successfully prospected and closed first 25 accounts at major corporations, government agencies, universities, and healthcare providers.
- The DSF was selected as the 2005 winner of the Bertl's Best Innovation Award. (http://www.geocities.com/mjknight/BertlDSFarticle.pdf).
- The DSF was selected out of 7,500 products as a "Must See 'Em" Award Winner as one of

the most compelling products at 2005's Largest Global Graphic Arts Exhibition (http://www.geocities.com/mjknight/MustSeeEms.pdf).

- Implemented Siebel eBusiness CRM suite.
- Presented to Board of Directors, Venture Capitalists, and Investment Bankers in association with company IPO. Represented company at speaking engagements and industry events.

07/1994 – 01/1998   Covansys (formerly BSG Alliance/IT)   Atlanta, GA
Senior Manager

- Managed business development, delivery oversight, software vendor partner relations, and consulting subcontractors at $100m consulting company. Responsible for two consulting teams that delivered more than $3m in annualized revenue in package implementation and customization services for CRM and ERP applications.
- Directed the implementation of Siebel, Vantive, Scopus and Clarify CRM applications.
- Re-engineered support process that resulted in 17% improvement in productivity among support and telesales groups.

1/1993 – 06/1994   Computer Associates (formerly KnowledgeWare)   Atlanta, GA
Senior Manager, Technical Support

- Directed a technical support team for multiple client/server development applications at a $75m software company.
- Received Software Magazine award in two successive years for excellence in service and support.
- Implemented Scopus CRM application.
- Designed and managed the development of an end-user entitlement and support contract verification system integrated with a Scopus CRM application.
- Performed core staff management activities; including interviewing, hiring, and training of new hires; performance evaluations; tracking team performance and reporting results to Sr. Management.

5/1988 – 12/1992   Accenture Ltd. (formerly Andersen Consulting)   Atlanta, GA
Manager

- Responsible for design, development, coding, testing, implementation and support of custom and package applications for clients using various software and hardware solutions.
- Managed technical support and data administrative team members during the implementation of a CRM system for major utility company.
- Advised customers how to develop product implementation strategies and work-plans using Andersen's METHOD/1 approach. Provided hands-on support, including the set up of implementation teams, training, and development of support plans.

Education   **1988   Boston College   Chestnut Hill, MA**
Master of Science in Finance

1987   Westfield State College   Westfield, MA
Bachelor of Science in Business Management
Graduated Magna Cum Laude

References Available Upon Request