

CHAS MULLINS

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GLOBAL BUSINESS SERVICES EXECUTIVE

GLOBAL OPERATIONS | CLOUD TRANSFORMATION | DIGITAL TRANSFORMATION | GLOBAL ENTERPRISE SOLUTIONS DELIVERY | P&L MANAGEMENT | GLOBAL ACCOUNT MANAGEMENT | SALES ACCELERATION

Successful leader with 25+ years of experience driving global growth and scaling complex business processes for Start-up & Fortune 500 customers. Integrate innovation, business consulting and services with customized, client-centric focus to transform critical business elements and ensure quality delivery.

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- **Key Value Offering:** Results-driven change agent with end-to-end accountability for sales, revenue strategy, client relationships, and digital transformation on a global scale. Align corporate standards, sales channels, working to innovate and adapt with transformative approach to innovation, IT implementation, and new business development.
 - **Technical & Business Acumen:** Forge strong relationships with stakeholders across business operations, account management, account planning, product management, and client delivery teams. Expand outreach to cross-functional teams, leveraging deep expertise of business value and product offerings.
 - **Sales Growth & Territory Expansion:** Expand into new territories during change management. Achieve revenue targets, building and training sales teams to exceed annual sales numbers.
 - **Excel in B2B environments,** solidifying global sales territory for Fortune 500s. Hired and trained teams with multimillion-dollar annual revenue streams.
 - **IT Operations & Team Leadership:** Lead global technology and Agile process deployment. Optimize organizational structure, sales processes and resources to support technical leads with delivery of cross-asset applications within budget.
 - **Analytics & Solutions-based Foresight:** Lead large-scale efforts in delivering end-to-end solutions to meet business needs. Provide thought leadership, applying analytic solutions to enhance system performance, reliability, scalability, and quality. Realize value, solve problems, and deliver solutions.
 - **Industries Served:** Retail, Public Sector, Oil & Gas, Financial Services, Healthcare, Insurance, Life Sciences, Media/Entertainment, and Telecommunications Fortune 500 and 100 corporations.

PROFESSIONAL EXPERIENCE

GLOBAL BUSINESS ADVISOR – Kansas City, MO

9/2021–Present

CHIEF REVENUE/EXECUTIVE OFFICER/GLOBAL BUSINESS ADVISOR

SCOPE: Advise start-up and Fortune 500 companies in short-term C-suite capacity with targeted focus on accelerating global sales growth with a hands-on & collaborative approach. Partner with stakeholders and collaborate with senior leadership team to design and articulate global sales strategy plans, delivering sales and revenue numbers on target. Penetrate new markets by establishing new sales process, business strategy, and talent recruitment and development. Establish rapport with senior stakeholders and board members.

- **Grew sales 150% and revenues 85% over 12 months.** Transitioned global sales strategy during pandemic to support new businesses across enterprise with a focus on short- and long-term strategies.
- **Overall business leader** with responsibility to manage accounts to increase leaderships understanding of current trends, technologies and process best practices within these accounts that span several global industries.
- **Developed and cultivated relationships with senior leadership** and BOD members to educate them on client-centric sales, enterprise processes, talent, technology strategies development and how to achieve the business results that they are requiring for this fiscal year.
- **Providing thought leadership** in sales processes best practices.
- **Utilized consultative selling approach to identify customer needs** and provided solutions that best fit those needs while also meeting company objectives. Developed client account playbooks for sales/technology programs integrating needs and voice of customer.

QUESS GTS (POSITION ELIMINATED DUE TO ECONOMIC CONDITIONS) – Kansas City, MO 1/2023–4/2023

VICE PRESIDENT OF SALES

SCOPE: Partner with stakeholders and collaborate with senior leadership team to design and articulate global sales strategy plans, delivering sales and revenue numbers on target, build customer relationships, and expand market share. Developed partnerships with Insurtech companies to increase market share, client base and to bring our innovative solutions to the market. Penetrate new markets by establishing new sales process, business strategy, and talent recruitment and development.

Appointed proactive thought leader across global organization with objective of creating new lines of business to drive profitable growth, account relationships, and institutional sales. Forged and managed relationships and service offerings with customer touchpoints including sales and account management.

- **Accelerated account revenues, margins, and customer relationships by driving large solutions proposals.** Presented weekly sales and business review to executive management team to analyze progress, meet challenges, and mitigate risks.
- **Bundled solutions with understanding of portfolio, ensuring global solutions make a difference in the marketplace.** Increased footprint of brand in forging partnerships and successful sales methodology.

Strategic Operations & Sales Solutions

- **Increased sales pipeline to 40+ prospects.**
- **Drove market penetration by developing and maintaining reciprocal alliance partnerships and developed conference lists to attend to educate the market on our capabilities.**
- **Partnered cross-functionally with service lines, innovation teams, and business teams** to formulate business plan. Increased forecasted account revenues, margins by driving larger client solution discussions and proposals.
- **Articulated challenges, mitigated risks, and analyzed business metrics,** reporting state of business to executive leadership.

AGILETHOUGHT (MERGED WITH LIV CAPITAL ACQUISITIONS CORP) – Tampa, FL 3/2021–8/2021

MANAGING DIRECTOR/GENERAL MANAGER, HEALTHCARE/PHARMA INDUSTRY

SCOPE: Served as proactive thought leader for global healthcare and pharmaceutical organization prior to merger with LIV Capital Acquisitions Corporation. Hired, managed, and developed sales team leveraging account growth and business partnership as primary pillars for driving profitability and meeting monthly revenue targets. Transitioned company by developing new scopes of work and assisting executive committee in AgileThought's public offering via SPAC (special purpose acquisition company). Drove global market penetration, increased revenues, reciprocal alliance partnerships, and customer satisfaction.

- **Accelerated account revenues, margins, and customer relationships by driving large solutions proposals.** Presented monthly business review to executive management team to analyze progress, meet challenges, and mitigate risks.
- **Bundled solutions with understanding of portfolio, ensuring global solutions make a difference in the marketplace.** Increased footprint of brand in forging partnerships and successful delivery model.

Strategic Operations & Sales Solutions

- **Increased revenue 26% over prior year.** Managed hiring of people, financial operations, and partnership channel.
- **Drove global market penetration, maintaining reciprocal alliance partnerships, operations excellence and ensuring customer satisfaction.**
- **Partnered cross-functionally with service lines, innovation teams, and business teams** to formulate business plan. Increased account revenues, margins, and customer relationships, driving larger solution proposals.
- **Articulated challenges, mitigated risks, and analyzed business metrics,** reporting state of business to executive leadership.

COGNIZANT – St. Louis, MO 12/2019–2/2021

CLIENT PARTNER/SENIOR GLOBAL ACCOUNT LEADER

SCOPE: Appointed proactive thought leader across global organization with objective of creating new lines of business to drive profitable growth, account relationships, and institutional sales. Forged and managed relationships and service offerings with customer touchpoints including sales and account management. Built higher-level, client-centric mindset and culture of proactive service delivery. Embraced and championed business plan inclusive of innovative approaches to Agile process delivery and culture of continual improvement.

- **Enabled strategy to assist Life Science account to scale business globally.** Increased customer capabilities perception and drove market penetration and profitable solutions.
- **Delivered strategic vision for operations to identify areas for innovation, growth, and experimentation.** Facilitated growth in the Digital Business, Digital Operations and Digital Systems & Technology solutions portfolio.

- Utilized innovation fund of \$1M to rolling out innovation and securing new solution opportunities.
- Drove profitability and outlined innovative solutions. Reviewed performance metrics of account with delivery, operations, and finance teams.

GENERAL ELECTRIC – Kansas City, MO 3/2018–6/2019

SENIOR GLOBAL SALES LEADER

SCOPE: Appointed to lead new direction and close out business unit as senior global sales leader for GE GeniusLink. Maintained global communication channels across multiple business units, defining and delivering consulting services for enterprise solutions. Oversaw change leadership, negotiation, and contract finalization during shift within company to include GE selling 6 of 9 global business units. Developed go-to-market strategies, leading engagements with global services delivery.

- Rebranded services to include community-driven solutions and cohesive services, with focus on innovation for clients.
- Streamlined global sales functions, identifying, qualifying, pricing, managing, and closing sales for new and existing accounts.

GLOBAL ADVISOR – Kansas City, MO 9/2015–3/2018

GLOBAL BUSINESS ADVISOR/CONSULTANT

SCOPE: Advised start-up and Fortune 500 companies, leading digital transformation strategies, infrastructure management, data analytics, innovation, and mergers and acquisitions. Oversaw sourcing, internal processes, cloud-based solutions, personnel productivity, collaborate with senior leadership team and technology implementation. Advised XaaS solutions (SaaS, BPaaS, GSaaS, AMS/ADM, testing, RPA, data analytics, portfolio management, and blockchain technology).

- Adjusted needs of client business to current economic climate, balancing service investment approach, increased client relationship across the enterprise and guiding principles while allowing for predictive modeling against defined goals.
- Led multiple client teams in increasing process improvement, channel management, customer service and service levels across 26 internal business units within the healthcare organization.
- Assisted in the creation and implementation of the call center, led the development of the required service levels, presented the ROI analysis to senior leadership and finalized the billing requirements and structure.

AVANADE, INC – Seattle, WA 4/2011–9/2015

GLOBAL DIRECTOR, GLOBAL BUSINESS SERVICES/MANAGED SERVICES SOLUTIONS DEVELOPMENT

SCOPE: Drove innovation to connect customers and advisory firm working on strategy and architecture function, from ideation to execution and delivery. Orchestrated sales strategy to generate service line solutions and customized business strategies to meet clients' needs. Identified solution trends and customer demands.

Business Growth, Strategy, & Innovation

- Grew organization from \$25M to \$146M in 3 years (2012–2014). Accelerated exponential growth over 5 years, leading global collaboration managed services solution team.
- Developed strategy, tools, and process to organize infrastructure portfolio management elements into actionable plan. Ensured portfolio teams had plans, fostering efforts to impact portfolio.
- Delivered ROI by advancing business innovation across organizational functions including sales, marketing, staff, recruitment, global delivery, and training solutions.

THE MULLINS GROUP LLC – Kansas, MO 1/2001–4/2011

CEO, GLOBAL BUSINESS SERVICES/MANAGED SERVICES SOLUTIONS DEVELOPMENT

SCOPE: Established global footing in leadership BPO/ITO, digital transformation, and XaaS solutions. Designed and validated global systems, tools, and functionality to enable processes. Recruited, hired, and trained staff to meet clients' customized solutions. Built internal processes to improve productivity and efficiency of new global systems, tools, and functionalities.

Strategic Operations & Sales Solutions

- Created a national consulting firm that focused on delivering innovative enterprise solutions to Fortune 500 and startup ventures.
- Established people, process, and technology strategies to assist in the growth of the company to \$10M within 10 years.
- Delivered enterprise and global business service advisory services to better understand the client's challenges, business needs and to identify & execute global enterprise solution outcomes that scale to drive the client's business.

CRITICAL COMPETENCIES

Professional: Global Business Services | Global Mergers & Acquisitions | Alliance & Partner Development | Outsourcing | Business Intelligence | Data Analytics | Key Financial Metrics & Reporting | Change Management | Global Account Management | Cloud Strategy Development | Client Relationship Management | Portfolio Management Sales Growth | Business Development | People Management | Marketing Strategy | Team Leadership | Operational Processes | Value Proposition | Project Management | Process Efficiency | Applications | Client Management | IT Innovation | Resource Development | RFP | Enterprise Reporting | Continuous Improvement | Strategic Planning | CRM | Product Strategy | Product Roadmap | Sustainability | Automation | Building Relationships | Governance | Outbound Sales | Revenue Growth | Management Experience | Fintech | Business Intelligence | Special Projects | CMS

DISCSTYLES LEADERSHIP ASSESSMENT

LEADERSHIP STRENGTHS: Detail-oriented and conscientious leader delivering on complex objectives by aligning with equally high-quality control standards. Flex natural communication ability to forge strong business relationships with stakeholders. Analyze process gaps with attention to detail to get to root of problems and advance units collectively as pivotal team leader.

NATURAL TRAITS: Engaging. Assertive. Conscientious. Consistent. Structured. Patient. Cooperative. Troubleshooter. Analytical.

EDUCATION & CERTIFICATION

Bachelor of Science, Computer Information Systems, University of Central Missouri, Warrensburg, MO
Certified Outsourcing Professional (COP)