**TERI L. KNIGHT**

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**Senior Manager – Business Optimization**

**Business Process Development / Vendor Management / Team Leadership / Program Management
Global Business Operations / Process Improvement / Problem Resolution / Operations Design & Management
Offshoring / Cost Reduction / Client Satisfaction / Audits / Best Practices / Project Management**

Results-driven leader with a track record of blending extensive operations knowledge with innovation to improve processes and respond to changing business demands. Exceptionally adept in analyzing needs and leveraging opportunities and resources that quickly drive procedural efficiencies. Delivers organizational value by collaborating with key stakeholders to align priorities and manage resources so that projects are completed within deadlines and budget. Can immediately contribute by:

• **Delivering new products, solutions, and projects on time and on budget.**

* **Streamlining service and system workflows that improve processes and save significant costs.**

• **Collaborating with key stakeholders to ensure effective and efficient project implementations.**

* **Recruiting and developing high-performance teams.**

• **Building and maintaining strategic relationships with vendors and third-party providers.**

* **Improving customer satisfaction and loyalty through building customer relationships.**

**Education: AS – Business Management and Marketing,** Shorter University, GA. **Awards: IBM Top Performer,** awarded twice**,** honoring top 5% of performers; **IBM Star Award,** honoring outstanding representation of IBM values, by peers; Named to Strathmore’s Who’s Who Worldwide List, a list of International Business Leaders.

**SELECTED ACCOMPLISHMENTS**

**Boosted click-through rate by 46%.** Cloud content for business partners was not being accessed. Held weekly meetings, providing KPI analyses and developing resources and content. Greatly improved utilization in six months.

**Increased recovery revenue 150%.** Engaged more in requirements discussions, Lean business practices, and SOW negotiations. Cross-trained team on multiple programs, increasing offerings by 240% at no additional expense.

**Slashed operation expense by 50%.** Challenged to cut software business unit budget in half by off-shoring operations to IBM China. Prepared and conducted transition training. Completed one month early.

**Deployed IBM’s first e-commerce site, added $100K revenue.** Business partners needed online software access and support. Led efforts to launch subscription-based solution on time and under budget.

**Negotiated shipping rates, saved 35%.** Challenged to maintain 3-5% profit margin, researched and found vendor willing to offer a sliding scale discount for drop-shipping services. Significantly cut transportation costs.

**CAREER EXPERIENCE**

**Entrepreneur-Founder,** Gourmet Foodie Shop (Start Up), 2016 to 2018. Provided strategic and operational direction for e-business that offered gourmet condiments, spices, and accessories. Desires organizational environment.

**Cloud Marketing Leader – Worldwide Channel,** IBM, 2014 to 2018. Liaison between IBM Cloud and Global Business Services marketing teams for SaaS, PaaS, IaaS, and DevOps. Corporate RIF.

Demonstrated management career progression at IBM, including oversight of over 20 staff, $250K budget: **Manager,** Ecosystem Development and Operations, 2003 to 2014; **Program Manager,** Worldwide ISV Partners, 1999 to 2003.

**Previous Work History:** Program Manager for Computer Task Group (IBM Consultancy); Market Research Manager for Equifax; Assistant Director for CBM Education Center; Commercial Real Estate—New Construction Development/Leasing Agent/Property Management for Breckenridge Plaza; and Administrative Operations for U.S. Department of Defense.