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**PEGGY P.**

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**Summary**

Ex Gartner Executive, Results oriented professional with over 20 years of sales, management and executive leadership success. History of achieving goals by delivering forward-thinking approaches to solving customers' business issues through collaboration, building relationships and reaching the right decision makers.

Strong proven abilities to produce results in:

- Sales & Business Development
- Account Management
- Relationship Management/Customer Service
- Team Building
- Revenue Growth
- Contract Negotiation & Closing
- Client Retention
- Partnership Activity
- Executive Level Presentations
- Human Resource and Financial Management
- Operations
- Quality Improvement/Performance Management

**BUSINESS EXPERIENCE**

**Human Capital Management Vendor – Product and Business Development Present - 2003**

**Consulting Sales**

*Privately held Human Capital Management consulting and Talent Management Software solutions provider*

**Consulting & Training**

**Senior Account Executive, NE Region**

Responsibilities include selling a web based, large enterprise wide integrated human capital management solution including talent management software and training and consulting. Scopes of responsibilities include the entire selling cycle from initial client consultation through needs assessment, executive presentation, negotiation and final close.

**Achievements:**

- Accomplished 100% of sales quota in 2007
- Created standardized sales and marketing collaterals
- Provided input on development of new software tools (Succession Planning, Compensation Planning & Reporting)

**HR Vendor**

*\$121M Best of breed HCM company providing learning, performance and talent management solutions*

**Performance Management Account Representative**

Responsible to support Learning Management Account Executives in Northeast, Canada and International in generating new large enterprise sales for the Sum Total -Total Performance Management solution.

**Achievements:**

- #1 Region achieving over 40% of total company revenue
- Closing the highest revenue client in history of company
- Trained Sales Executives on Performance Management Software Tools

**Regional Sales Manager, NE Region & International – HR Vendor**

Responsibilities include generating new sales and establishing strong relationships with large enterprise prospective and current customers interested in purchasing an enterprise wide talent management software application. Responsible for overall sales and distribution for an 8 state territory along with all international regions. Also responsible for achieving established quotas, target profit objectives in accordance with strategic business plan, P&L management and servicing all new and existing clients.

**Achievements:**

- Achieved 100% of sales quota in 2005 and 2006.
  - #1 sales person in both 2005 and 2006.
  - Personally closed 14 new business accounts in 2006 – the highest number of clients every brought into company
  - Built a regional pipeline of over \$1M
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**GARTNER, INC., Stamford, CT – 2003 - 1995**

*The leading technology research and advisory firm*

**Group Vice President, Business Operations Solutions & Services**

Directed the worldwide Business Operations Solutions and Services organization reporting directly to the CIO for all Gartner and acquired companies. Senior IT committee responsible for control and management of \$15M IT capital budget. Developed and managed \$11M Business Operations expense budget. Managed on-site vendor/partners for product delivery/outsourcing in the US, UK and APAC. Negotiated major contracts. Co-developer and active decision-maker of three-year IT strategic plan. Managed Events infrastructure organization responsible for setting up all technology for Gartner events worldwide.

**Achievements:**

- Negotiated vendor contracts achieving \$10M in cost savings.
- Developed cost models for IT events infrastructure and reorganized/redeveloped processes saving the company greater than \$100K a year
- Reengineered Asset Management organization taking an accuracy rate of less than 50% to greater than 90%, considered "Best Practice" by Gartner Asset Management analysts.
- Successfully managed VIRUS unit to ensure Gartner was protected against viruses, achieving greater than 99.999% virus free environment.
- Developed IT standards and cost models (ROIs, TCOs, staff requirements) associated with the technology integration of acquired companies (\$300M in company acquisitions) resulting in time savings and financial accuracy for due-diligence process.
- Built internal TV/Media Studio under budget and ahead of schedule for high level media broadcasts for Gartner analysts worldwide. Taping for major stations as CNN, Bloomberg, etc.

**Vice President, Production Services**

Directed six business units within Production Services: Interactive Client Support, Electronic Delivery, Product Fulfillment, Delivery Administration, Custom Media and Business Process Integration. Developed and managed \$8M Production Services expense budget and \$1M capital budget. Responsibilities included supporting the entire Gartner family of companies internally for all production and research and media.

**Achievements:**

- Successfully planned, managed and executed the outsourcing of Gartner Learning's "technology-based training" production and fulfillment services to Massachusetts and Ireland facilities saving the company \$1M in expenses.
- Pioneered corporate quality program. Received internal "Gold Award" for recognition.
- Achieved "operational excellence" in production practices, received \$10K award from Xerox Corp. Only external company receiving award from Xerox in their history

**Director, Product Delivery**

Provided management leadership to the global Product Delivery organization with four US locations, one UK location and one APAC location. Created and implemented Interactive Client Support organization handling all client calls on Gartner electronic/online products. Managed translation vendors in France and UK (translated research into several local languages). Managed \$7M departmental budgets.

**Achievements:**

- Negotiated mail and shipping vendor contracts globally, realizing a decrease in time-to-market with a reduction in cost to Gartner of \$300K.
- Created a technology call center to handle the implementation of all Gartner electronic products

**EDUCATION/TRAINING/DEVELOPMENT**

Cornell Executive Leadership Program, MBA-Level Program  
Lessons in Leadership Series – New England University  
Leading Cross Functionally: How to Build Coalitions through Quality  
Norwalk Community College – Business

**PROFESSIONAL ASSOCIATIONS/Recognition**

Member, Women in Technology (WITI)  
Member, National Association for Female Executives (NAFE)  
Recipient of Xerox X-Team \$10K Award for Quality/Teambuilding Achievements  
Recipient of many Gartner awards including Gold Award for Pioneering Gartner Quality Program

**COMMUNITY AFFILIATIONS**

Member of Charity Organization – Florida Thoroughbred Fillies  
Member of USA Equestrian/American Horse Show Association  
Board of Realtors Marion County Florida

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