

# JAMES HAWKINS

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## SUMMARY

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Accomplished, forward thinking, innovative, results, performance and customer driven with progressive experience in managing and building client relationships, critical problem resolution, Business to Business sales and marketing to healthcare, banking, financial services and insurance enterprise clients. Polished Presentation Skills, Time Management Skills, Excellent Communicator, Experience with Zoho, MasterStream and Salesforce. Product Demonstration, O365, Unified Communications, Cybersecurity, IoT, Wireless, Collaboration, Data Center, Contact Center Solutions, SDWAN, Cloud VoIP, IT Infrastructure Solutions, SaaS, IaaS, PaaS, Cloud Systems, UEM, Fiber

## EXPERIENCE

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### **Independent Consultant, 2024-Present**

- Offering consultant service that helps an organization navigate the telecommunications system and current technology service needs.
- Develop relationship with client as a trusted advisor and understanding the needs of the organization, finding the best solution of current technology trends.
- Lead and navigate service process by finding best solutions and carriers, negotiating deals, agreements and transition process.

Convergia, Texas

### **National Channel Manager, 2022-2024**

- Develop new and existing business partners to sell enhanced solutions such as IOT, VeloCloud SDWAN, Cisco Webex, Microsoft Teams, Microsoft O365, AWS, VMware, Hyper-V, Cloud Security, Contact Centers, UEM, Wireless, and Cybersecurity to provide the client with business continuity and a secure voice and data network.
- Partner with the Master Agents and Sub-Agents in recommending advanced solutions to the end user business customers in North, South, and Central America. Also, across Europe and Asia.
- Build strong working relationships throughout the Master Agent and Sub Agent organizations.
- Participate in capturing multi-location and complex opportunities by managing site qualification and pricing, coordinating solution support from Sales Engineering, and creating proposal response via spreadsheet.
- Analyze partner capabilities, historical sales trends, and drive cross-selling of products to maximize account revenue.
- Maintain and track all activities through Salesforce, both for supervisor visibility and self-management. Develop and use reports to document productive activity and identify trends across partners, products, and programs.
- Carrier sales with AT&T, Altice, Allegiance, Cogent, Bell Canada, Verizon, Nitel and Spectrum.
- Work with enterprise accounts and master agencies to include Avant, Bridgepoint, AppDirect and Telarus.

Axxess Networks, Texas

### **Regional Channel Manager, 2019-2022**

- Manage new and existing channel agent partners and master agencies to increase managed cloud services revenue. Identify, recruit and on-board new channel partners
- Develop relationship with new and foster existing relationship
- Consistently month in and month out exceed quota expectations

Blue Equinox, Texas

### **Regional Channel Director, 2017-2019**

- Manage new and existing channel agent partners and master agencies. Identify, recruit and on-board new partners.
- Manage and trained six direct account managers to increase managed cloud services revenue
- Educate partners on product portfolio through presentations; web-based sales trainings, sales meetings and “lunch and learn” sessions each month. Provide proposals, quotes and pricing to partners.
- Maintain an updated database in Zoho CRM database including all activities, partners and opportunities.
- Ranked top 3% among peers.

Effortless Office, Texas

**Regional Channel Manager, 2015-2017**

- Manage new and existing channel agent partners and master agencies to increase managed cloud services revenue. Identify, recruit and on-board new channel partners.
- Educate partners on product portfolio, conduct product presentations; web-based sales trainings, face to face sales meetings and “lunch and learn” sessions each month.
- Provide proposals, quote and pricings to partners.
- Maintain an updated database in Salesforce & CRM database including all activities, partners, and opportunities with their current status.
- Ranked second of six partner managers, on target to bring 1.5 million in revenue.
- Added over 30 new partners and three master agents in the first eight months of employment

BROADVOICE, Texas

**Regional Channel Manager, 2012-2015**

- Recruited and developed a portfolio of new agent partners, master agencies and maintain existing partners.
- Met and exceeded monthly revenue sales expectations each month.
- Manage, maintained account base while growing revenue using technology, prioritization and time management.
- Assisted agent partners in closing perspective business and provided sales training to agent partners.
- Maintain updated database in Salesforce & CRM database including all activities, partners and opportunities. status.
- Sold largest VOIP and SD-Wan account for the company worth over \$250,000 revenue in the first three months/
- Achieved President’s Club status-2016

Allegiance Communications, Oklahoma

**Director of Commercial Business Development. 2008-2012**

- Managed commercial sales team of 22 account managers and operations inclusive of sales, financial growth, training and marketing.
- Generate budget, reports and analysis for the sales department. Complete plans and projects assigned to the senior management team
- Generated \$720,000 in new billed revenue in eleven months in a newly created commercial business department
- Established and managed video, IP telephony and internet commercial business accounts in a territory of states to include Oklahoma, Texas, Kansas, Missouri, and Arkansas.
- Establish relationships with customers, develop a clear and complete assessment of business issues and needs.
- Awarded Allegiance Top Producer for Divisional Sales- 2011
- Achieved President’s Club 2011 and 2012, 120 percent to plan both years

## EDUCATION

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TEXAS COLLEGE, Tyler, Texas

**B.A., Business Administration, 2004**

## COMMUNITY LEADERSHIP

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- Meals on Wheels Board of Directors
- Chaplin, Tyler Twisters Semi-Pro Football Team
- Fellowship of Christian Athletes, Board Member
- Baptist Minister’s Union of Tyler & Vicinity Board Member
- Lecturer for National Missionary Baptist Convention Evangelism Team
- YMCA Executive Board of Directors
- Goodwill Industries, Board Member
- Smith Baptist Association Administrative Team, Vice- Moderator, 2002-2003