

WADE QUINTON

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COVER LETTER

Dear Hiring Manager,

For nearly three decades I have built my career around one idea: solving complex problems for the people who depend on a business. I began in 1995 as a Technical Support Representative at TMA Systems, a Tulsa-based Computerized Maintenance Management Software (CMMS) company, and over the next 24 years advanced through support, implementation, services management, and sales leadership to Director of Operations.

In that role I managed Sales, Marketing, Engineering, Professional Services, Support, Accounting, and Human Resources for a company serving more than 1,800 clients worldwide and over 100,000 users, with 108 employees under my direction. As Senior Account Executive I was the top sales representative and closed the largest sales in company history, including HCA Healthcare, Indian Health Services, and QuikTrip. I then led the complete rewrite of TMA's system, connected products, training, documentation, and implementation processes.

Alongside my corporate career, I have owned and operated service businesses in computer consulting, tree service, and music production and promotion, and performed as a professional touring country music artist. Those experiences taught me how to manage budgets, serve customers directly, and stay dependable under pressure. Today I run Quinton Contract Services, providing general contract services to my clients.

I learn new software quickly, communicate clearly with customers and teams at every level, and take ownership of results. I would welcome the opportunity to discuss how I can contribute to your organization, and I appreciate your time and consideration.

Sincerely,

Wade Quinton

WADE QUINTON

Gallatin, TN 37066

PROFESSIONAL SUMMARY

Results-driven operations and sales leader with 30 years of experience in enterprise software, customer support, and business ownership. Former Director of Operations overseeing 108 employees and 1,800+ clients worldwide. Record-setting account executive, proven process builder, and fast learner of new software, with a history of turning complex challenges into workable solutions.

CORE SKILLS

Operations Management • Sales & Account Management • Customer Support & Service Delivery • Implementation & Training • Quality Assurance • CMMS Software • Team Leadership • Project Management • Business Ownership • Process Improvement

PROFESSIONAL EXPERIENCE

Quinton Contract Services

01/2026 – Present

Owner / Contractor

Gallatin, TN

- Provide general contract services to clients as an owner-operator, handling scheduling, customer communication, and job delivery.

Entrepreneur / Business Owner

01/1995 – Present

Owner / Operator of multiple businesses

Tulsa, OK

- Owned and operated the following businesses over the past 30 years: JAGKid Edge Productions, RedNeck Kid Productions, Wade's Tree Service, Outlaw Son, Samson Services, Quin10 Green Publishing, Recycled Souls, and My Buddy Medicinals.
- Business activities included computer consulting, tree service, and music production and promotion, all while working full time at TMA Systems.
- Performed as a professional touring country music artist at large venues and events every weekend for decades.

TMA Systems — Computerized Maintenance Management Software (CMMS)

09/1995 – 04/2019

Special Projects Consultant

01/2017 – 04/2019

- Managed the complete rewrite of the system and all connected products, training programs, documentation, and implementation processes and procedures (Refresh Project).

Director of Operations

01/2015 – 01/2017

- Directed all aspects of the business: Sales, Marketing, Engineering, Professional Services, Support Services, Accounting, and Human Resources.
- Led 108 employees serving 1,800+ clients worldwide and a user base of more than 100,000.

Senior Account Executive

01/2005 – 01/2015

- Top sales representative; closed the largest sales in company history, including HCA Healthcare, Indian Health Services, and QuikTrip, along with many small and mid-sized clients.

Client Services Director

06/2002 – 01/2005

- Managed all services and personnel, including scheduling, implementation, customer service, and professional services.
- Developed a quality assurance program and ensured customer satisfaction across all support deliverables.

Technical Support Manager

01/2001 – 01/2002

- Managed a worldwide support team covering phone, email, web, onsite, and remote support.

Implementation Specialist

10/1997 – 01/2001

- Installed, configured, and trained clients onsite and remotely on the turnkey CMMS solution to ensure successful launch and rollout.

Tier II Support Technician

12/1996 – 04/1997

- Supported a large, complex CMMS solution by phone, email, and web; escalated issues unresolved after 48 hours to Engineering.

Tier I Support Technician

09/1995 – 06/1996

- Provided phone, email, and web support for a complex CMMS solution; escalated issues unresolved after one hour to Tier II.

EDUCATION

Doctorate of Divinity

2013

United National Church, Biblical Studies Seminary

Associate Degree, Computer Programming

1995

Bryan Institute, Tulsa, OK

Certification, Diesel and Automotive Repair

1988

Naval Training Center, Gulfport, MS

High School Diploma, College Preparation

1987

Broken Arrow High School, Broken Arrow, OK

RECOGNITION

Quality Performance Award • Key-Player Can-Do Award • Quality Performance Parking Certificate