

WADE QUINTON

OPERATIONS • CLIENT SUCCESS • PROJECT MANAGEMENT • BUSINESS SERVICES

Contact Form

October 14, 2026

Hiring Manager

[Company Name]

[Company Address]

Dear Hiring Manager,

I'm a hands-on operations and client-services professional with a track record of taking on complex challenges, building practical solutions, and helping teams deliver results. During my years with TMA Systems, I advanced from technical support into implementation, client services leadership, enterprise sales, and Director of Operations.

As Director of Operations, I oversaw Sales, Marketing, Engineering, Professional Services, Support Services, Accounting, and Human Resources for an organization serving more than 1,800 clients and over 100,000 users, with 108 employees within the Operations umbrella. My background also includes leading a major software refresh, developing quality-assurance practices, improving implementation and training processes, and supporting customers with demanding operational needs.

Alongside my corporate experience, I have built and operated service and creative businesses, and I currently provide general contract services through Quinton Contract Services. These experiences have strengthened my adaptability, resourcefulness, communication, and ability to work independently while keeping commitments.

I would welcome the opportunity to discuss how my combination of operational leadership, customer focus, technical fluency, sales experience, and entrepreneurial problem-solving could contribute to your organization.

Thank you for your time and consideration.

My Best,

Wade Quinton

WADE QUINTON

OPERATIONS LEADER | CLIENT SERVICES | PROJECT & BUSINESS MANAGEMENT

Gallatin, TN 37066

PROFESSIONAL SUMMARY

Versatile operations and client-services leader with progressive experience spanning technical support, software implementation, customer success, enterprise sales, quality assurance, and company-wide operations. Experienced in coordinating cross-functional teams, improving processes, managing complex customer relationships, and translating business needs into practical solutions. Entrepreneurial background adds flexibility, initiative, and a hands-on approach to solving problems.

CORE STRENGTHS

Operations Leadership • Project Management • Client Relations & Customer Success • Software Implementation & Training • Process Improvement • Quality Assurance • Enterprise Sales • Cross-Functional Team Leadership • Technical Support • Documentation & Procedures • Business Development • Entrepreneurial Problem-Solving

PROFESSIONAL EXPERIENCE

General Contractor / Owner | Quinton Contract Services

January 2020 – Present

- Provide general contract services based on client needs, coordinating tasks, resources, and practical solutions.
- Manage day-to-day work, communication, and follow-through while maintaining a dependable, service-oriented approach.

Special Projects Consultant | TMA Systems

January 2017 – April 2019

- Managed a major refresh project involving a complete system rewrite and related products.
- Led updates to training programs, documentation, implementation processes, and procedures.

Director of Operations | TMA Systems

January 2015 – January 2017

- Oversaw Sales, Marketing, Engineering, Professional Services, Support Services, Accounting, and Human Resources.
- Supported operations for a business serving 1,800+ clients and 100,000+ users, with 108 employees within the Operations umbrella.

Senior Account Executive | TMA Systems

January 2005 – January 2015

- Top sales representative, responsible for some of the largest sales in company history.
- Managed major client relationships and sales opportunities, including HCA Healthcare, Indian Health Service, and QuikTrip, as well as small and midsize organizations.

Client Services Director | TMA Systems

June 2002 – January 2005

- Managed services personnel, scheduling, implementation, customer service, and professional services.
- Focused on customer satisfaction and reliable delivery of support services; developed a quality-assurance program.

Technical Support Manager | TMA Systems

January 2001 – January 2002

- Managed a support team delivering phone, email, web, onsite, and remote support to customers worldwide.

Implementation Specialist | TMA Systems

October 1997 – January 2001

- Installed and configured the CMMS solution and delivered onsite and remote training to support successful customer launches and rollouts.

Tier II Support Technician | TMA Systems

December 1996 – April 1997

- Resolved customer issues through phone, email, and web support, escalating issues requiring engineering support.

Tier I Support Technician | TMA Systems

September 1995 – June 1996

- Provided frontline phone, email, and web support for a complex computerized maintenance management software (CMMS) solution.

Entrepreneur / Business Owner | Selected Independent Ventures

1995 – Present

- Founded, owned, or operated ventures across computer consulting, tree services, music performance and production, publishing, and other service activities.
- Business names have included Quinton Contract Services, JAGKid Edge Productions, RedNeck Kid Productions, Wade's Tree Service, Outlaw Son, Samson Services, Quin10 Green Publishing, and Recycled Souls.
- Performed professionally as a touring country music artist while balancing business ownership and other employment.

EDUCATION & CREDENTIALS

2013 | Doctorate of Divinity — United National Church, Atlanta, Georgia

1995 | Associate Degree, Computer Programming — Bryan Institute, Tulsa, Oklahoma

1988 | Certification, Diesel and Automotive Repair — Naval Training Center, Gulfport, Mississippi

1987 | High School Diploma, College Preparatory — Broken Arrow High School, Broken Arrow, Oklahoma

RECOGNITION

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