



WiT Board Candidate Profile

Jeanette Cornell

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Area of Expertise:

- Strategic Planning
- Relationship Management
- Budget and Resources
- People Leadership
- Project Management
- IT Service Management
- Sales Management

Summary:

Jeanette is an experienced manager with demonstrated history of working in the Information Communication Technology (ICT) industry.

She has over 20 years' industry experience with a deep understanding of the telecommunications and ICT needs of enterprise customers. She also has extensive experience working at one of Africa's leading ICT Service Providers where she was regional sales manager responsible for consistent growth and the successful delivery of key projects. She has a strong track record of driving growth in sales and revenue as well as building high performance teams.

Jeanette is a strong sales professional with a Master of Business Administration (MBA) degree from the Open University Business School, United Kingdom with her dissertation focussing on ICT Outsourcing and Profitability.

Jeanette's specialties include strategic planning, service delivery, relationship management, people leadership, project management, account management and sales management.

Board & Committees Positions:

- Member of Business Connexion's Regional Executive Committee (2011)

Awards:

- 2003 - Employee of the year
- Pacesetter 2014, 2015 and 2017 – Awarding exceptional sales performance alongside ultimate customer experiences.

Professional Qualifications & Memberships:

- MBA – Master of Business Administration - Open University Business School, UK (2006)
- APMP - Advanced Professional Management Programme - Open University Business School, UK (2004 with Distinction)
- PMP - Professional Management Programme - Open University Business School, UK (2003 with Distinction)

- ITIL Foundation V3 Certified
- Microsoft Certified Technology Specialist: Volume Licensing Specialist
- Strategic Account Management Certification – RAIN Group
- Board Readiness Program - Women in Technology - 2018

Current Employment:

Senior Account Manager at Optus Business

June 2012 – Present

Optus Business is one of four main Business Units of the Optus organisation in Australia. Optus Business works with enterprise and government organisations across a range of sectors throughout Australia integrating technology and telecoms solutions that help its customers deliver on their business objectives.

I am part of the Strategic Accounts Group focusing on driving growth and profitability of Optus Business's top customers.

As Senior Account Manager my responsibilities include:

- Manage key strategic accounts with turnover of over \$43mil
- Consult with C-level executives to develop and implement an effective strategy to maximize the value delivered by Optus's products and services
- Monitor sales performance metrics
- Ensure the correct products and services are delivered to customers in a timely manner
- Serve as the link of communication between customers and internal teams
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust
- Play an integral part in generating new business
- Held accountability for all aspects of customer relationship, fulfilling customer needs and acting as advocate to meet customer satisfaction levels.
- Managed contract negotiations for new and existing business

Over these 6 years I have consistently met and exceeded my targets, the highlight being the negotiating and signing of a 75mil contract with one of our key customers.

Career Profile:

Business Connexion (BCX)

Regional Sales Manager

July 2010 – November 2011

BCX is a South African-based information and communications technology (ICT) company and is listed on the Johannesburg Stock Exchange (JSE). The ICT group has a wide footprint with operations in Africa, Europe and the Middle East providing end-to-end digital solutions and Information and Communications Technology to companies of all sizes.

I was promoted to Regional Sales Manager in Kwa-Zulu Natal and served on the regional Executive Committee allowing me to provide insight and input into our regional strategy.

My role included:

- Manage Human Resources – developed individual performance and development plans with my team, as well as to effectively motivate the team towards continuous improvement and achievement of agreed Sales Plans
- Manage Financial Resources – developed and implemented financial strategies in alignment with BCX's business strategy and goals. To ensure corrective action is implemented timeously to address deviations from the financial targets. As well as planning, managing, monitoring and communicating budgets to the relevant people on a continual basis

- Develop New Business –developing and communicating client strategies as per the MSA methodology, and to monitor progress against the client strategy on an on-going basis
- Sales Management – Sales activities are managed to meet agreed targets and corporate objectives within agreed budgets
- Account Management – monitoring the level of client satisfaction at regular intervals or after each significant project delivery. To promptly respond to clients' queries and complaints taking corrective action as and when necessary. To identify key staff in the client's organisation for building long-term relationships with as well as to monitor the level and quality of business achieved to ensure alignment with BCX's standards and policies

Business Connexion (BCX)

Account Executive

January 2003 – June 2010

I was asked to move into an Account Executive role focusing mainly on key customers ensuring customer satisfaction, service delivering, and the delivery of key projects as agreed with customers.

My role included:

- Service Delivery Monitoring – To ensure that a service level agreement is in place that meets the needs of both parties and to ensure that responsibility is taken for the delivery of the agreed services
- Business Development – To formally review and communicate the customer's strategy to the relevant parties in BCX as well as to monitor the progress.
- Selling – Effectively manage the sales activities to meet agreed targets and corporate objectives within the agreed budgets
- Manage Accounts - To monitor the level of customer satisfaction on an ongoing basis and to promptly respond to any queries and complaints. This also includes creating, identifying and responding to opportunities for providing product and services to the customer
- Manage Relationships – To successfully identify key staff in the customer's organisation for BCX and partners to build long-term relationships with to ensure effective engagement with the customer
- Provide Support to Delivery Managers – To liaise with managers on an ongoing basis and continuously accountable for accurate and timeous updating of financial information as well as the management of invoices and debtors

Business Connexion (BCX)

Software Development Manager

January 2001 – January 2003

During this period, I was responsible for development and implementation an export solution for a major sugar producer and a leading SA Petroleum Company as well as the development and implementation of an online stationery system at a major bank and at one of SA's largest refineries.

For the recognition of the successful delivery of these complex projects I was awarded employee of the year in 2003.

My role included:

- Departmental Budgeting, HR and Team Management
- Liaising with customers ensuring customer satisfaction
- Project Management
- Account Management
- Quality Control