

James Noel Smith

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Background: *I am an adept and versatile management professional with a strong record of achievement in services and technology across industries. I have led major technology deployments and developed compelling and competitive bids, tenders and proposals. I seek to understand what clients want to achieve and then align the available resources to meet these goals.*

Career Goal: *I am seeking a leadership role that engages my commercial, relationship and delivery skills to create value for clients through sustainable business relationships.*

KEY EXPERIENCE & ACHIEVEMENTS

Delivery of business results in complex technical and commercial environments

- Established own bid management consultancy and delivered bids for clients including:
 - ASG Group (IT services and Cloud computing)
 - Honeywell (facilities management)
 - Svitzer (shipping services)
 - Ochre Health (medical services)
 - Commonwealth Bank (transaction banking solutions)
 - Globecast Australia (broadcast engineering services)
- Delivered Ericsson bids for Optus Rural 3G (\$300m), Optus Converged Billing (\$90m), Optus Mobile Packet Core (\$90m), Commander IMS (\$10m), Digicel Samoa, Fiji & PNG Networks (\$90m), Crazy John's MVNO (\$20m) and multiple sub-\$1m opportunities.
- Led and won strategic break-in sale for Ericsson with Basslink Telecoms for a fibre optic transmission system and an ITIL managed services contract (\$8m).
- Led multiple vendors in delivery iSuggest and RecordMe applications for Foxtel Digital.
- Led team and owned P/L for Nokia Networks support contract with Optus Mobile.
- Led RF optimisation teams for Hutchison 3G mobile network deployment.
- Led project team for deployment of ADC's HFC local telephony on Optus Vision network.

Qualifications

- Master of Business Administration (International Business) (2010)
- Graduate Diploma in Computing (1994), BSc Electronic Engineering (1984)
- Project Management Professional (PMI) (2004), Prince2 Practitioner (2009)

Management of community organisations

- Treasurer and board member for FBi Radio, Sydney's leading community broadcaster
- Chair and Secretary of strata management committee

JNS BUSINESS DEVELOPMENT

(JUL 2013 – PRESENT)

Principal Bid Consultant

- Established own consultancy specialising in all aspects of bid management and bid delivery.
 - Developed diverse client base spanning multiple industry sectors
 - Currently developing Bid.Win.Deliver™ framework for delivering compelling and competitive bids, tenders and proposals.
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TELSTRA

(NOV 2010 – JUN 2013)

Industry Programme Manager – Enterprise & Government

- Responsible for the management of a \$1.8m program of industry-specific marketing initiatives focused on thought leadership, industry engagement, lead generation and new solutions.
 - Supported establishment of a Bid Marketing function to deliver high-quality sales messaging collateral aimed at C-level customer management.
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OPENTV

(MAY 2009 – OCT 2010)

Senior Project Manager – System Integration

- Delivered iSuggest and RecordMe interactive TV applications for Foxtel Digital. Managed all Foxtel vendors under the role of system integrator.
 - Led Definition phase of MyStar 2.0 system integration programme for Austar and chaired MyStar 2.0 Architecture Vendor Review in San Francisco.
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ERICSSON

(MAR 2005 – MAY 2009)

Bid Manager – Business Development

- Qualification of bids with account teams including requirements analysis, commercial strategy, marketing messages and bid response plans.
- Preparation of bid response plans including documentation specification, engaging of staff, preparation of implementation costings and overall time plan.
- Management of bid team including achieving all key dates, final profitability analysis and completion of all governance and approval requirements.
- Responsible for compliance and training for sales governance process and tools in local Ericsson Market Unit.
- Sales and relationship management responsibility for selected accounts, including Adam Internet, Norfolk Telecom, State Rail and Basslink Telecoms

Achievements

- Delivered Ericsson bids for Optus Rural 3G (\$300m), Optus Converged Billing (\$90m), Optus Mobile Packet Core (\$90m), Commander IMS (\$10m), Digicel Samoa, Fiji & PNG Networks (\$90m), Crazy John's MVNO (\$20m).
 - Led and won strategic break-in sale for Ericsson with Basslink Telecoms for a fibre optic transmission system and an ITIL managed services contract (\$8m).
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- Secured technology expansion agreement with Adelaide ISP, Adam Internet (\$1.5m) and Norfolk Island Telecom (\$600k).
- Delivered sales process training to Australia and New Zealand sales teams. Represented local market unit at Global sales governance forums.

EDUCATION

Master of Business Administration	University of New England, NSW	2006 – 2010
Graduate Diploma in Computing	Macquarie University, NSW	1992 - 1994
BSc Acoustic & Electronic Engineering	University of Salford, UK	1981 - 1984

PROFESSIONAL TRAINING

Pricing to Win	Shiplely Asia Pacific	2014
Winning Proposal Strategies	Shiplely Asia Pacific	2010
Winning Executive Summaries	Shiplely Asia Pacific	2010
Prince2 Practitioner	Tanner Menzies	2009
Advanced Negotiation Skills	Scotwork	2008
Executive Focussed Selling	Executive Edge	2007
Target Account Selling	The Sales Consultancy	2006
Proposing to Win	Lore Institute	2006
Project Management Professional	Project Management Institute	2004
Management training	Nokia, Ericsson, Telstra	1999 - 2011

PRE-2005 CAREER SUMMARY

Organisation	Role	Industry	Dates
Ericsson	Project Manager	Telecommunications	2002 – 2005
Nokia Networks	Service Delivery Manager	Telecommunications	1999 – 2002
ADC Telecommunications	Project Manager	Telecommunications	1995 – 1999
Ochre Development (Australia)	Marketing Comms	Software development	1993 – 1994
Unisys (Australia)	Product Information	IT workflow systems	1990 – 1993
Bruel & Kjaer (Denmark)	Technical Writer	Acoustics measurement	1987 – 1989
Institute of Physics (UK)	Publishing Coordinator	Academic publishing	1986 – 1987
Electrotech Ltd (UK)	Technical Writer	Manufacturing	1984 - 1986