

# Jane Roe

## Business Development Manager

Professional Business Developer with more than four years of experience in the business development processes. Involved in product testing, management, and development of new business opportunities.

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📍 New York, USA

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📧 jane.roe

## SKILLS

SEO

Public Speaking

Negotiation

Teamwork

Decision Making

Research & Strategy

Emotional Intelligence

Outbound Marketing

Email Marketing

Google Analytics

Sales & Marketing

Social Media Advertising

## WORK EXPERIENCE

### Business Development Manager

AirState Solutions [↗](#)

09/2014 – 06/2017

New York, USA

- Successfully managed \$2 - 3 million budget projects and successfully achieved the project scheduled goals.
- Developed and implemented new marketing and sales plans and defined the strategy for the next 5 years.
- Reviewed constantly the customer feedback and then suggested ways to improve the processes and customer service levels which increased the satisfaction rate from 81% to 95%.
- Ensured that new clients will grow into a loyal customer base in a specialist niche market by implementing a new loyalty program.

### Business Development Assistant

AirState Solutions

08/2012 – 09/2014

Chicago, USA

- Increased the customer satisfaction rate by 25% by improving the customer service.
- Planned, supervised, and coordinated daily activity of 3 junior business analysts.
- Improved the communication with the Marketing department to better understand the competitive position.
- Directed the creation and implementation of a Business Continuity Plan, and the management of audit programs.

## EDUCATION

### MSc in Economics and Business Administration

The University of Chicago

09/2008 – 06/2010

## ORGANIZATIONS

American Management Association  
(2015 – Present)

Association of Private Enterprise Education  
(2014 – Present)

eBusiness Association (eBA) (2013 – Present)

## LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Full Professional Proficiency

French

Limited Working Proficiency