PATRICIA GABRIELA MIRACLE

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PROFESSIONAL SUMMARY

An accomplished, results-driven sales professional with over 15 years of sales experience focused on telecommunications and automation companies. Expertise in Account Management, Sales Engineering and Consultative Selling. Proven ability to interface with engineers to ensure project scope and solution designs meet customer requirements. Exceptional communicator with demonstrated success building relationships with upper management of large corporations. Track record for consistently exceeding multi-million dollar sales quotas.

EXPERIENCE

Bruno Schillig *(March 2015 –Actual)*

Key Account Manager

- Covering industrial customers of Water/Waste Water and O&G verticals.
- Focus on drive product specifications in an early stage.
- Keep a balanced sell on the whole portfolio.
- Bring the VoC (Voice of the Customer) to the engineering department for product customizations.
- Coordinate marketing activities like presentations of products and L&L (Lunch and Learn) activities with the customers.
- Pipeline revision and orders forecast reports delivered on monthly basis.

3M Argentina *(September 2010 - March 2015)*

Key Account Manager

- Covering main telecommunications accounts (Telefónica, Movistar, Telefé, Antel, Cablevisión and Telecentro). Developed Strategic Relationships with these customers on all levels of their organization which made possible to exceed sales plan on 40%.
- Development and Management of distribution channels achieving a business grow of 600%.
- Maintained a 40+% share within distributor's total business.
- Facilitated and participated in weekly account planning/forecasting sessions.
- Responsible of keeping accurate opportunity and sales data on Salesforce.
- Hosted training sessions in the distributors to increase knowledge, motivate, and inspire team to achieve results.
- Competitive analysis for comparing strengths and weakness on different markets and opportunities.
- Grow sales across entire 3M portfolio, teaming with other divisions to offer an integrated proposal to the customers.

ABB *(November 2007 – September 2010)*

Account Manager

- Development of new system integrators for small to medium size control systems.
- Development of market focus plans with system integrators.
- Trained system integrators' sales force on ABB marketing and key sales messages.
- Developed project sales on new customers driving specifications in an early stage at engineering companies.
- In charge of developing and executing strategies for competitive account conversion.
- Pipeline revision and orders forecast reports delivered on monthly basis.

Honeywell *(November 2005 – October 2007)*

Estimation Department Leader

- Leading the south cone (Argentina, Chile, Uruguay, Peru, Bolivia and Paraguay) estimation team.
- Responsible for the delivery of complex project proposals. Many of that projects were multimillion-dollar size with several engineering contractors
- Evaluation of providers and contractors to lower costs and meet selling price objectives.
- Risk and Opportunities Analysis for the projects and terms and conditions analysis teaming with legal department.

.Telefónica de Argentina *(January 2001 – October 2004)*

Account Manager

- Responsible for commercial relationship with the main telecommunication operators (CTI, AT&T, Techtel, Hutchinson, Cooperativas de Gral. Pico, Púan and Infracom merging Pehuajó, Olavarría, Darragueira y Azul telecommunications cooperatives), integrating the whole Telefonica portfolio (Voice, Data and Internet services).
- Negotiation of interconnection agreements, CPP, infrastructure provision for long distance and local connections, Non-geographical services, data and internet and ADSL.
- Coordination of the workgroups involved with these agreements (technical, financial, IT and legal departments).
- Account Management and follow up of their key indicators like invoicing, billing, sales levels, etc.

Telefónica de Argentina *(September 1998 – January 2001)*

Project Manager

- Technical support to sales management (Interior Sur y Gobierno) of Dirección de Grandes Clientes.
- Project execution on main Telefonica projects like Buenos Aires government fiber optic ring in La Plata.
- Development and commissioning of Neuquén virtual private network in Gral. Pueyrredón.
- Return of investment analysis of the projects.
- Technical solutions presentations to the customers.
- Project execution follow up. Coordination between Telefonica and the customers' technical areas.

Foxboro Argentina *(July 1996 – September 1998)*

Project Engineer

- Project management and project execution.
- Safety and control configuration development.
- Engineering documentation design.
- Start up and commissioning of DCS systems and safety PLC in YPF and Shell refineries.

EDUCATION

ELECTRONIC ENGINEER - *Universidad de Buenos Aires* (*UBA*) 1989-1995

LANGUAGES

English: Full professional proficiency.

Portuguese: Mid professional proficiency.

TRAINING

Versatility in Sales: Instructor-led training delivered by SalesWerks.

Customer Centric Selling: Instructor-led workshop delivered by Rockwell Automation Coaches.

Investigación y Análisis de Mercados: Instructor-led training delivered by UCA.

Negotiating for Success I: Instructor-led training delivered by William Fletcher Garcia & Associates.

Programa de Negociación Empresaria: Instructor-led training delivered by IDEA.
Estrategias de venta: Instructor-led training delivered by Krea.
Negociación para Negociadores: Instructor-led workshop delivered by Krea.
Proyectos de inversión: Instructor-led training delivered by Centro de Capacitación de Telefónica.
Lean Six Sigma: Instructor-led training delivered by 3M coaches.
Presentaciones Efectivas: Instructor-led training delivered by 3M coaches.
Potenciando el Acceso al Mercado: Instructor-led training delivered by IAE Business School.
Channel Management: Instructor-led workshop delivered by IAE Business School.