

# *Cristiano G. Alves*

## *Multilingual Sales Professional*

[www.crisalves.com](http://www.crisalves.com)

[cristiano@crisalves.com](mailto:cristiano@crisalves.com) (remove spaces)

<http://www.linkedin.com/in/cristianoalves>

### SUMMARY

Results-oriented Sales Professional known for my ability to drive simultaneous sales deals from demand creation to closing by positioning value over cost with great clarity. Outstanding negotiator with impressive out-of-the-box quick thinking, interpersonal and communication skills sustain my commitment to customer excellence. Multilingual in Brazilian Portuguese, Spanish, English.

- |                                        |                            |                          |                    |
|----------------------------------------|----------------------------|--------------------------|--------------------|
| ✓ Consultative Selling                 | ✓ Enterprise/Partner Sales | ✓ Business Development   | ✓ Solution Selling |
| ✓ Information Security                 | ✓ Data Loss Prevention     | ✓ Managed Services       | ✓ IT Compliance    |
| ✓ Great Negotiator                     | ✓ Focused/Committed        | ✓ Experienced/Diplomatic | ✓ Multilingual     |
| ✓ Leadership Skills                    | ✓ Creating Demand          | ✓ Prospecting            | ✓ Forecasting      |
| ✓ Interpersonal & Communication Skills |                            | ✓ Strategic Thinking     | ✓ Motivated        |
| ✓ Technically Savvy                    | ✓ Sakesforce.com           | ✓ Business Objects       |                    |

### ACCOMPLISHMENTS

- ⇒ Managed, maintained, grew existing revenues by identifying further opportunities potential within designated accounts
- ⇒ Increased client retention and number of deals with white space analysis and by making customers fully aware of the launch of new solutions
- ⇒ Closed multi-solution deals positioning multiple products portfolio
- ⇒ Acclaimed by customers and peers alike for responding promptly to customer needs with consistent commitment
- ⇒ Handled both positive and challenging situations with great diplomacy
- ⇒ Managed competing demands adjusting methods to best fit changing events
- ⇒ Thrust naturally into leadership roles for my quick thinking, diplomacy, dependability and communication skills
- ⇒ Presented ideas and information in a manner that got other's attention
- ⇒ Adapted to change quickly by identifying external threats and opportunities
- ⇒ Persisted to surpass goals not afraid to take calculated risks
- ⇒ Executed responsibilities understanding the business implications of decisions

### EMPLOYER HISTORY

|                                         |                             |              |            |
|-----------------------------------------|-----------------------------|--------------|------------|
| <b>Senior Enterprise Sales Acct Mgr</b> | <b>SYMANTEC CORPORATION</b> | Heathrow, FL | 2006 -2008 |
| <b>Channel Sales Account Manager</b>    |                             |              | 2005- 2006 |
| <b>Enterprise Support Engineer</b>      |                             |              | 2003-2005  |

### CONTRACT WORK

|                                           |                                             |             |             |
|-------------------------------------------|---------------------------------------------|-------------|-------------|
| <b>Bilingual Software QA Engineer</b>     | <b>RAYTHEON SYSTEMS</b>                     | Garland, TX | 2000 - 2002 |
| <b>Channel Support for Latin America</b>  | <b>INTEL CORPORATION</b>                    | Folsom, CA  | 1999 - 2000 |
| <b>Support Engineer for Latin America</b> | <b>HEWLETT PACKARD</b>                      | Atlanta, GA | 1998        |
| <b>Systems Administrator</b>              | <b>NCR</b>                                  | Atlanta, GA | 1998        |
| <b>Systems Administrator</b>              | <b>LUCENT TECHNOLOGIES</b>                  | Atlanta, GA | 1997        |
| <b>Systems Integrator</b>                 | <b>ALT COMMUNICATIONS</b>                   | Atlanta, GA | 1997        |
|                                           | Voice and data systems and service provider |             |             |
| <b>Business Systems Integrator</b>        | <b>COMPUSA</b>                              | Atlanta, GA | 1997        |

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|                                     |                                 |             |             |
|-------------------------------------|---------------------------------|-------------|-------------|
| <b>Systems Integrator</b>           | <b>VANSTAR CORPORATION</b>      | Atlanta, GA | 1996 - 1997 |
| <b>Operations Assistant</b>         | <b>PRUDENTIAL HEALTHCARE</b>    | Atlanta, GA | 1995 – 1996 |
| <b>IT Specialist</b>                | <b>METLIFE</b>                  | Atlanta, GA | 1995        |
| <b>Technical Support Engineer</b>   | <b>DIGITAL EQUIPMENT CORP</b>   | Atlanta, GA | 1994 – 1995 |
| <b>Database Administrator</b>       | <b>GREAT AMERICAN INSURANCE</b> | Atlanta, GA | 1994        |
| <b>Co-Founder and VP of Sales</b>   | <b>BRAZIL INTL DEVELOPMENT</b>  | Atlanta, GA | 1993 -1994  |
| <b>Quality Assurance Specialist</b> | <b>HOME DEPOT</b>               | Atlanta, GA | 1993 – 1994 |

**EDUCATION**

- ✓ Universidade Santa Ursula - Rio de Janeiro, Brazil – completed 48 hours of coursework in Law

**PROFESSIONAL DEVELOPMENT**

**SSP - Symantec Sales Professional Certification**

- |                           |                                    |
|---------------------------|------------------------------------|
| ✓ SSP Endpoint Security   | ✓ SSP Information Foundation       |
| ✓ SSP Security Management | ✓ SSP Symantec Enterprise Security |

**SSE - Symantec Sales Expert Certification**

- |                                                   |                                          |
|---------------------------------------------------|------------------------------------------|
| ✓ SSE Symantec Control Compliance Suite 8.5       | ✓ SSE Symantec Endpoint Protection 11    |
| ✓ SSE Symantec Security Information Manager 4.5   | ✓ SSE Symantec Network Access Control 11 |
| ✓ SSE Symantec Mail Security 8300                 | ✓ SSE Veritas Cluster Server 5           |
| ✓ SSE Symantec Enterprise Vault 2007              | ✓ SSE Veritas Storage Foundation 5       |
| ✓ SSE Symantec Backup Exec 12 for Windows Servers |                                          |

- ✓ Tony Robbins Mastery University - psychology of leadership, negotiation and peak performance
- ✓ Tony Robbins - Power to Influence, The Sales Mastery Course
- ✓ Basho Technologies - Corporate Sales Strategies
- ✓ SSPA (Service and Support Professional Association) Certified
- ✓ Intel Network/Server Platforms and Management Applications
- ✓ Georgia SBDC & University of Georgia – International Trading
- ✓ Brainard L Mellinger Program – International Trading
- ✓ Kennesaw College, GA & SBA – Owning a Small Business