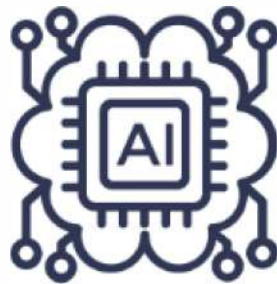




Aerospace Power Systems



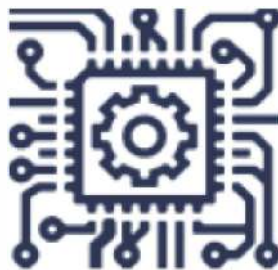
AI & Data Science



Autonomous Vehicles Tech



DX & Customer Experience



Power Electronics



5G Wireless & IoT

**VP Sales CX Platforms / Head of BU
Digital Transformation | Remote USA**

About the Client Organization

History & Culture

As an ICT leader with 120 years of expertise, this global conglomerate has leveraged its adaptive solutions to enable individuals and enterprises across a wide spectrum of industries to achieve more flexible, secure, and responsive work environments. Their biometrics and AI technology, including fingerprint, face, and iris recognition, is used worldwide for fighting crime, preventing fraud, and improving public safety.

By applying experience in biometric identification solutions used in 40 countries worldwide over the past decade, they have concentrated on developing stronger digital identification platform and is now applying this platform to other markets. In parallel, the Customer Experience (CX) part of the on-going global Digital Transformation is seen a key value in acquisition, retention and satisfaction of clients and customers.

The goal is to use digital identity as the single, unified biometric key that would lead into a secure, frictionless, and personalized experience.

Product / Service Vision & Strategy

Bring together the vision of uniting the cyber and physical world to Customer Data Platform providers and IT decision markers in hospitality, aviation, theme parks, healthcare, retail and ecommerce, and other sectors to elevate Customer Experience through the use of biometric sensors



Position Description

Opportunity at a Glance

Sell the vision of united cyber and physical world to CDP (customer / consumer data platforms providers), in particular marketing / advertising and how the physical attributes the company brings to bear with advanced recognition sensors to provide a better customer experience.

Develop revenue models based on subscription as a service, build a team, evaluate product and service portfolio, and recommend new ideas to elevate Customer Experience platform solutions. The VP of Customer Experience leader will provide overall leadership and strategic direction in the areas of Business Development, Sales activities, and recurring revenue. Develop and execute strategic plans designed to help promote and sell technology, solutions, products, and services.

Form strategic relationships with ecosystem partners. Identify strategy and solution for implementing a desired customer experience entailing as many touch points as possible to create a secure, frictionless, and personalized experience, utilizing our digital identity platform.

Manage four team members, with a couple having a VP designation in their title. Lead and build a team of sales and business development staff while leading the BU in P&L and developing pricing, forecasting, and financial goals.

Leadership Value Proposition & Benefits

More than a sales leadership role, this is running a BU. This group has a history of career growth that is remarkable. The SVP that you report to started off in software engineering, moved into product and program management, then sales and marketing, and P&L. Has a reputation for mentoring that has elevated those who work for him to huge career growth.

Support team consist of project managers, technical writers, bid proposal teams, and software design and development in Sacramento; product development in Los Angeles, and product marketing in DFW area. The direct sales reporting to you all work from their home offices.

Extensive benefit program with very reasonable employee / family monthly contributions. Health Plans, Flexible Spending Accounts, Pharmacy prescription drugs; Dental, Vision, Life and AD&D insurance; Salary Continuation and Voluntary Long-Term Disability; 401k – match 50% of the participant's first 6% pre-tax contribution; Employee Assistance Program – no cost to you mental health and counseling services; Adoption Assistance Program.

PTO days – provides 15 PTO days and 2 floating days awarded at the first of the year; Sick days – up to 10 sick leave days; Holidays – 9 paid public holidays, Community Service Days – 2 paid days, Travel Assistance Program, Gym Discounts

Key Objectives & Responsibilities

Objectives to Achieve in this Role

Short-term: Develop GTM strategy (direct, indirect, potential M&A), sales and marketing channels; identify the markets that will sustain growth (hospitality, access control, facial pay / ecommerce, distribution, hospitals, physical healthcare, theme parks, etc.). This worldwide leader in Digital Transformation, Biometrics, and Facial Recognition has developed a Customer Experience platform. Build a team, strategy, have a leading voice on product development features and enhancements. Launched in 2020 in North America, you will drive sales from \$1M to \$20 in 18 months.

Long-term: Build a \$100M annual business in North America and then expand that strategy into a global reach.

Primary Responsibilities

The VP of Customer Experience leader will provide overall leadership and strategic direction in the areas of Business Development, Sales activities, and recurring revenue. Develop and execute strategic plans designed to help promote and sell technology, solutions, products, and services.

Form strategic relationships with ecosystem partners. Identify strategy and solution for implementing a desired customer experience entailing as many touch points as possible to create a secure, frictionless, and personalized experience, utilizing our digital identity platform. Lead and build a team of sales and business development staff while leading the BU in P&L and developing pricing, forecasting, and financial goals.

Responsible for establishing strategy and positioning of biometric solutions and services for Customer Data Platform providers and CX end-users within North American and possibly international markets to meet established budget goals. Functions include: Establishing sales territories, establishing quarterly quotas & MBOs, assessing current staff, expansion of the team and development of a comprehensive strategy to expand business in Customer Experience market

Developing key differentiators and values. Providing direction and strategic input on key accounts and competitive tenders. The position also includes development of pricing models, pricing recommendations, capture management, and oversight of proposal response to RFI/RFQs.

Target Candidate Profile

A sales leader who comes from the Customer Data Platform world knows both the major providers (Oracle, Segment, Cloudera, NGData, etc.) and CX clients.

- Launched, transformed, and grew platform sales from small to large revenue.
- Designed and developed subscription and SaaS model pricing
- Ability to drive sales from \$20m to \$100m within 3 years
- Must have management experience - not just building a team and driving sales, but leading BU.
- Must have SaaS solution sales experience, preferably in subscription-as-a-service pricing models
- Must have experience leading the sales strategy for CDP and CX in at least two of the key target verticals including Retail, Hospitality, CDP marketing and advertising, Financial Services, or Healthcare.



Requirements and Experience Desired

A BSCS or similar with an MBA is preferred with 10-15 years' experience in Customer Experience, Customer Data Platforms and applications, SaaS sales solutions, and a deep and broad understanding of the North American IT Market and competitive dynamics, including a rolodex of accounts and insider, 'C' suite contacts.

Strategic and technical in nature, requires extensive customer experience and digital transformation, consultancy, SaaS solutions sales and value propositions, SaaS or OPEX price modeling and sales / BU management experience.

The candidate must have deep and broad business knowledge with a proven track record of applying this expertise across multiple sales roles.



Interview Process

Interested candidates should apply online at nextgenexecsearch.com

Shortlisted candidates should expect three interviews with NextGen Lead Recruiter covering items such as skills, experience, KPI and/or MBO performance, insight into depth of industry relationships, financial modeling and P&L (as required for a specific role). The final interview will be a two-way recorded video interview.

In addition, depending on the role, you provide insight into your depth of industry contacts and relationships (no names needed) and for fiduciary role a Peer Credit Report.

You may be asked to complete an Executive Profile including short video introduction and submit to a comprehensive background check and reference checks be conducted in order to present you to the client for interviews.

All inquiries will be treated in confidence.

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