

# MICHAEL R. MILANI

Orland Park, Illinois 60467  
m-milani@att.net • 312.465.3854 • [www.linkedin.com/in/mmilani](http://www.linkedin.com/in/mmilani)

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## Technical Sales Management

*Result-driven sales leader with over 20 years of experience in all aspects of technical sales, strategy development, and solution delivery within technical and financial services market as well as insurance, retail, and manufacturing sectors; passionate about mentoring and inspiring others to succeed.*

### — Areas of Expertise —

Consulting | Technical Sales | Management

Strategy & Solution Development | Consultative & Solution Selling | Exceeding Revenue Goals

Client Satisfaction & Retention | IBM Certified Administrator | WebSphere Architect

### — Career Accomplishments —

Exceeded 145% of revenue targets.

Secured \$2M in revenue with large accounts.

Created over 50 new business opportunities in two years.

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## Professional Experience

IBM Corporation

Chicago, Illinois

**Senior Technical Sales Specialist**

1/2014 – Present

Collaborate with clients, sales teams, and business partners to provide support and assist in outlining, creating, and tuning business, technical, and practical aspects of technical solutions.

### Key Accomplishments:

- Honored with multiple performance awards, including the IBM One Hundred Percent Club and the Eminence and Excellence Award for exceptional performance in 2015, the Manager's Choice Award twice, and the Spirit Award for displaying personal interest in IBM in 2014.
- Surpassed revenue targets by 145% and secured about \$2M in revenue in 2014.
- Sought out and enabled 29 new opportunities in 2014 and 24 in 2015 by leveraging relationships which allowed sales professionals to follow new leads.
- Offered complete sales lifecycle support, and mentored designated sales professionals along with others outside of assigned territory to encourage success.
- Facilitate collaboration among clients and IBM Software Services, propelling solution design and deployment.
- Aided in Business Value Assessments for numerous clients, demonstrating true Return on Investment (ROI) for IBM's Digital Experience Solution by developing a compelling business case.
- Presented product demonstrations on the Enterprise Social Solutions (ESS) portfolio and on IBM's Collaboration Solutions portfolio, showcasing use-case examples to highlight ROI and business value.

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- Provided technical and sales enablement to client teams for new offerings in the Enterprise Social Solutions (ESS) portfolio which included IBM Exceptional Digital Experience and IBM Experience One.

IBM Corporation

Chicago, Illinois

## Senior Client Technical Professional

4/2013 – 1/2014

Consulted with clients, sales teams, and business partners to analyze client needs, gather business and technical requirements, and develop innovative technical solutions.

### *Key Accomplishments:*

- Generated about \$800K in transactional revenue.
- Attended and completed the IBM Summit for Experienced Professionals program, a condensed program concerning product enablement, sales education, and skills training.
- Developed proof of technology materials for clients and stakeholders, and delivered demonstrations for the IBM Collaboration Solutions (ICS) portfolio.
- Provided response support to IBM Collaboration Solutions (ICS) client teams from undertaking to delivery.

INDEX Corporation

Lake Forest, Illinois

## WebSphere Portal Architect

5/2011 – 4/2013

Engineered architecture and infrastructure for WebSphere Portal Customer Facing Solutions, merging 60 websites into a unified platform.

### *Key Accomplishment:*

- Created and integrated elements for e-commerce, automated deployment, web content management, and style guides as well as standards documentation to ease transition.

Classified Ventures/Cars.com

Chicago, Illinois

## Senior Application Administrator

2/2010 – 5/2011

Directed site operations, configuration, and administration of WebSphere Application Server and Portal.

### *Key Accomplishments:*

- Launched an order-to-fulfillment system, dealer information portal, and single sign-on across servers.
- Designed a repeatable troubleshooting technique which detailed the basics of disaster control and the process behind efficient troubleshooting.

Infinite Horizons Consulting, Inc.

Orland Park, Illinois

## President-WebSphere/Portal Technical Architect

10/2009 – 5/2011

Directed site operations, obtained clientele, balanced budget, configured WebSphere Applications Server and WebSphere Portal applications; optimized system performance through diligent troubleshooting of issues during production, QA, and development.

### *Key Accomplishments:*

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- Provided technical leadership for client engagements with Cars.com, Trimin Manufacturing, Trustmark Insurance, and Trimin Government Solutions.
- Advocated solutions for increasing performance, including tuning methodologies based on IBM Best Practices.

PSC Group, LLC Schaumburg, Illinois  
**Vice President-Practice Manager of Enterprise Systems** 10/2006 – 6/2009

Mentored 13 consultants in the Enterprise Systems practice, an award-winning WebSphere Portal agent in 2007. Orchestrated marketing events to generate leads and build awareness of company offerings. Administered budgets; prepared financial and operational plans aligned with business goals.

**Key Accomplishments:**

- Promoted from Technical Specialist for WebSphere Portal Initiatives to Team Manager and ultimately to Vice President, leading three consultants through the full development lifecycle of WebSphere, WebSphere Portal, and other Java-based projects.
- Acquired \$2.5M revenue in 2008.
- Framed new service offerings and met with existing and potential clients to aid in undertaking of projects as well as facilitated workshops to outline requirements, features, and overall strategy.
- Designed, installed, configured, and automated a cutting-edge, high-availability solution for the customer-facing portal of a major wireless provider and generated Statements of Work for future endeavors.

Options Clearing Corporation Chicago, Illinois  
**Application Integration Middleware Specialist** 5/2004 – 10/2006

Guided design, implementation, and support of middleware for next-generation clearing system, ENCORE.

**Key Accomplishments:**

- Spearheaded an initiative which expedited the conversion of WebSphere 5.0 and 5.1 in non-HA and HA locations.
- Led technical planning of proof of concepts for migration, and performed disaster recovery testing and support of new product.

*Additional experience as a WebSphere/Portal Technical Architect for GATX Corporation, Consultant for Trimin Manufacturing, Trustmark Insurance, and Trimin Government Solutions, Application Support Manager for Sapphire Technologies (Bank of America-Differentiated Services), WebSphere Specialist for Glotel, Inc. (ABN-AMRO E-Commerce Technical Services), Application Integration Middleware Specialist for Oxford and Associates (Options Clearing Corp.), Systems Engineering Consultant for CNA Insurance (Technology Solutions: e Business), and Systems Programmer/Web Architect and Programmer/Analyst for Walgreen Co. (Internet Technologies and Health Care Systems).*

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## Education and Training

**Master of Science in Information Systems** | Governors State University – University Park, IL

**Bachelor of Arts** | Governors State University – University Park, IL

**IBM Design Thinking Practitioner**, February 2017

**IBM Manager Development for Experienced Managers**, 2016

**IBM Manager Development for New Managers**, 2016

**IBM Certification Exam Developer: Level I**, 2016

**IBM Certified Social Business Solution Architect**, 2016

**IBM Manager Development for Aspiring Managers**, 2015

**IBM Certified Social Business Advisor**, 2014

**IBM Certified System Administrator**, All Versions, 2002-2010