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## PATRICIA DUCKERS

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### ENTERPRISE SALES / PROJECT MANAGEMENT

*Award-winning, customer-focused professional with extensive experience developing strong and profitable client relationships, ensuring customer loyalty and repeat sales, and negotiating multi-million dollar sales solutions.*

- Strategic Sales Planning
- Project Management
- Dynamic Consultations
- Process Improvement
- New Business Development
- Technical Resource Management
- High-impact Presentations
- Application Solution Selling
- Application Solutions Development
- Customer Relationship Management
- Contract Negotiations
- Lead Generation

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### CAREER HIGHLIGHTS

- ✓ Recipient of the New York Properties “Rookie of the Year 2002” honors for performance as top new sales person; also recognized as the 2007 “Top Sales Professional.”
  - ✓ Applied strategic vision and business acumen toward the development of a start-up sales operation for Acclivity.
  - ✓ Recorded more than \$20M in real estate transactions over a seven-year span within the challenging Manhattan commercial and residential markets.
  - ✓ Directed \$200M+ in facilities renovation projects; instrumental in developing strategic project plans and proposals, and orchestrating vendor selection to remain within established budget’s parameters.
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**Account Management.** Consistently devise cost-effective solutions which meet client needs and budgets; serve as project manager from concept through delivery. Stay abreast of new technology and solutions, and proactively promote updated options to existing customers as part of an up sell strategy. Average a 50% new client referral rate.

**Consultative Sales.** Review client needs and establish strategic creative direction toward resolution and within client established parameters. Relayed project milestones and updates to key stakeholders and provided expertise in resolving glitches and major challenges.

**Business Communications.** Polished presenter, negotiator, and communicator with ability to forge strategic business coalitions and lead high-impact sales presentations. Establish instant rapport with clients to earn repeat and referral business. Recognized by clients for honest, business-like approach and persistent attention to client needs and the changing dynamics within their respective industries.

*Technical proficiencies include MS Office 2003/2007 (Word, Excel, Access and PowerPoint);  
NetSuite CRM; ERP; eCommerce; CRM; and ERP.*

## **PROFESSIONAL EXPERIENCE**

**IT Enterprise Sales Representative**, DUCKERS SOFTWARE, New York, NY 11/2007 to Present  
*Orchestrate daily sales activities for organization's signature technology product, eCommerce Solutions, strategically targeting Fortune 100 organizations with a viable web presence.*

- Recognized subject matter expert in enterprise software, software as a service and cloud computing solutions; devise enterprise software, technical business solutions for clients with complex eCommerce challenges.
- Liaise between clients and technical team in defining project scope and ensuring adherence to client established timetables for deliverables and implementation.
- Provide complex consultative services to clarify client project goals, define scope, and scale of enterprise software customizations, implementation service requirements and support needs.
  - Directed a project enabling an Internet Service Provider (ISP) to expand its technical resources throughout Asia.
- Design, write and present sales pitches to major decision makers and technical audiences of varying knowledge, using PowerPoint, and remote product demonstrations.
- Consistently penetrate new and challenging markets in the healthcare, telecom, logistics, construction, automotive, finance and government arenas; achieved a consistent 50% new business referral rate.

**Licensed Real Estate Broker**, NEW YORK PROPERTIES REAL ESTATE ASSOCIATES, New York, NY 1/2002 to 11/2007  
*Promoted and marketed multimillion residential and commercial real-estate deals in the challenging Manhattan market.*

- Built strategic business relationships with inspectors, attorneys and other professionals, and formed a networking circle.
- Served as an intermediary in negotiations between buyers and sellers during the presentation of offers.
- Consistently developed profitable sales leads generating \$20M+ in sales and revenues; contributed to the closing of an \$8.8M real estate transaction.
- Improved sales by creating a more market-driven operation; developed compelling ad templates, wrote and influenced the design of brochures, and offered mortgage analysis expertise for special real estate features appearing in *The New York Times*, *The Financial Times*, and *The Real Deal*.
- Honored as "Rookie of the Year" (2002) and "Top Salesman" (2007) for outstanding sales performance and expertise.

**Site Administrator**, PRISM ASSOCIATES, New York, NY 5/2000 to 12/2001  
*Prism Associates specialize in providing planning, architecture, interior design, project management and financing to the healthcare institutions within the New York metropolitan area. Orchestrated multimillion dollar project segments to include master facilities planning, space planning, architecture and interior design challenges.*

- Managed 12 renovation projects on behalf of the Big New York Hospital totaling \$200M+.
- Collaborated with supervisors in managing and updating construction and renovation budgets; assessed and tracked expenditures, monitored cost accounting; and identified/rectified excessive spending.

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## **EDUCATION & PROFESSIONAL DEVELOPMENT**

UNIVERSITY OF RHODE ISLAND, Kingston, RI, 5/1999  
*~ Dual Degree Program ~*

*Bachelor of Applied Science in Engineering, College of Engineering  
Systems Engineering with emphasis on Quality Control Quality Assessment*

*Bachelor of Arts, College of Arts and Sciences ~ History with a concentration in intellectual history*