

# Résumé

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# Margaret Williams

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**Summary:** Team management, project management, customer service, training, systems & software engineering. Networking, wireless, teaching, programming, pre & post sales support, writing.

Unique combination of strategic vision, relationship-building skills and technical expertise applied to catapult revenue, profitability and customer satisfaction to high levels. Consistent record of exceeding goals and expectations in challenging business environments. Resourceful, innovative leader who also acts as a strong hands-on manager when needed. Skilled interaction with C level, sales, technical staff and customers. Core strengths and expertise:

- Solutions-Based Professional Services
- Strategic Partnerships & Alliances
- Diplomatic Customer Negotiations
- Customer relationship development
- New Technology Evaluation
- Engagement Project Planning & Implementation
- Cross-Functional Leadership & Collaboration
- Continuous Process Improvement
- Building creative revenue opportunities
- Incident & escalation management

## **Director, Professional Services**, Ryzex Group, Bellingham, WA, 06/2001 – 07/2008

Created and directed profit business unit providing professional services including consulting, project management, staging & configuration, RF site surveys, wireless (900MHz, 2.4GHz Open Air, 802.11a/b/g/n) network integration and installations including infrastructure cabling, training, troubleshooting, custom software and hardware. Set and monitored quality standards, built and led team of engineers and project managers, and worked closely with account managers and customers to identify, qualify and close business opportunities. Developed partner relationships, provided pre-sales support including proof of concept, feasibility, responses to RFPs, and technical demonstrations, and served as backup project manager. Provided technical and sales training to account managers, wrote and negotiated customer and third party contracts, and developed statements of work, functional requirements and design documents. Maintained P&L sheets and forecasts, developed marketing collateral, wrote technology white papers, and provided technical oversight on key projects. Grew revenues 30 – 40% year over year and exceeded revenue and margin targets each year.

## **Customer Service Manager**, Intermec Technologies, Sydney, Australia, 08/1998 – 05/2000

Promoted to restore customer confidence and rebuild technical staff and operational capabilities during a difficult post-merger integration period. Rescued several customer accounts in jeopardy, forestalled competitors and turned around troubled relationships. Built, trained and led new interstate team of engineers and project managers. Managed Data Collection and wireless network projects including design, proof of concept, RF site surveys, integration with existing LAN/WANs, commissioning, and training. Developed electronic service library, built engineering lab and acquired hardware resources for engineering staff. Restored customer confidence in Intermec service abilities, ensured compatibility with partner products and developed partner relationships. Promoted my replacement from within and assumed new role as: **Strategic Projects Manager** - Sales presentations for critical accounts, senior technical consultant to sales and engineering, and troubleshooting critical accounts. Training program for engineering, sales, VARs, and partners; new project management processes; call center to service Australia, New Zealand and Asia; Y2K compliance program; new product and program introductions.

## **Systems Engineer**, Intermec Technologies, Everett, WA, 01/1990 – 08/1998

Provided technical support to sales, service personnel and customers worldwide solving systems, software and hardware problems. Isolated causes of problems and provided solutions. Member of new product design teams, published technical notices and helped customers develop and debug applications. Supported symbology, barcode readers and scanners, controllers, and network devices including 400MHz, 900MHz and 2.4GHz RF radios and access points, bridges, routers, and media: Ethernet, Token Ring, Twinax, and Coax. Supported stacks: Novell Netware, TCP/IP (Novell, FTP, WRQ, Microsoft). Developed sockets library for RF devices. Developed several client applications, a language converter, and a Windows File Manager for Intermec devices. Supported Quick/Visual Basic, Borland C/C++, and Microsoft Visual C/C++ language platforms. **Technical Instructor:** Wrote curricula and delivered training on various hardware/software products and technical subjects with lecture, presentations and hands on labs.

## **Previous experience:**

- **Software Engineer**, Intermec Technologies, Everett, WA
- **Software Engineer**, SpaceLabs, Redmond, WA
- **Design Engineer**, Tektronix, Beaverton, OR

**Education:** Ohio University, Bachelor of Science degree in Computer Science, minor in Psychology. Graduated cum laude.

**Personal:** Single, willing to relocate and travel, dual national of The United States and Canada.