

Fabio Correa

Enterprise Partner Business Development

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Summary

Objective:

Manage a high performance sales team with the goal to increase market share and revenue through alliances/partnerships with IT companies in the Latin American region.

Experience:

- 23 years of experience several IT technical, development, finance, marketing and sales capacities
- Leader of complex, multi-national and multicultural matrix organizations
- Self motivated, disciplined, entrepreneur spirit with drive for results
- Exceptional team player with can do attitude, seeking untapped potential for new business
- Creative usage of available company resources to attain maximum results
- Led growth and product adoption through channel with effective articulation of value proposition
- Implemented sophisticated control measures to drive quality, effectiveness and efficiency
- Six Sigma Black Belt
- Balanced managerial and IT technical skills
- English, Portuguese and Spanish language skills

Accomplishments:

- Established new alliances among regional/global companies to drive common sales objectives
- Created complementary product marketing campaigns to drive common pipeline of opportunities
- Created disciplines to accelerate opportunity pipeline
- Drove 108% YOY revenue growth through partners while boosting partner/customer satisfaction
- Removed millions of dollars in overhead costs while driving effectiveness and customer satisfaction
- Managed very complex customer CRM systems and market research programs
- Drive for excellence through balanced scorecard and Hoshin planning

Specialties

Sales, Marketing, Channel Management, Product Marketing, Business Planning, Business Process, Six Sigma, Black Belt, Scorecarding, High Technical Skills.

Experience

Regional Alliance BDM / Partner Sales Excellence Lead at Microsoft Corp.

August 2007 - Present (1 year 10 months)

- Managed Alliances with Dell, SAP, Nortel, Intel and Cray computers and their channels
- Created synergies among corresponding departments (services, marketing, sales, etc) to drive

complete sales objectives, proposing creative solutions and approach to collaboration

- Regular pulse calls to ensure motion at every level of the partnerships
- Fostered collaboration of Microsoft's and Partner's channels
- Established sales models and sales disciplines within Partner teams in Latam
- Increased revenue through partners by 108% YOY to \$146M in large account segment
- Established opportunity management, pipeline management, forecast accuracy and world class selling organization
- Increased partner satisfaction with Microsoft and Business Development

10 recommendations available upon request

WW Enterprise Customer & Partner Satisfaction Lead at Microsoft

October 2006 - August 2007 (11 months)

- Created 1:1 (top 142 global CxOs) and 1:many customer feedback systems
- Created relevant and actionable KPIs for every role in the organization to drive quality
- Complex data quality and customer profiling system management
- Multivariate statistical analysis, mathematical modeling using SPSS
- Create customer feedback systems to all business leaders
- Managed a very complex environment with strong cultural differences put into context
- Multi-million vendor contract negotiations and management

Latam Enterprise CPE and Security Lead at Microsoft

March 2004 - October 2006 (2 years 8 months)

- Implemented improvement plans for each area within Latin America organization
- Created new strategies for customer intelligence management adopted WW
- Grew customer satisfaction significantly after 4 consecutive years of decline
- Improved market perception with Microsoft security in Latin America (10 points)
- Drove customer response (reactive/proactive) to IT security threats and adoption of Microsoft's first security products
- Led Six Sigma projects with \$7.5M savings and lowering operation risks
- Trained 85 Six Sigma Green Belts and mentored 3 Black Belts

1 recommendation available upon request

Senior Business Manager at Microsoft

January 2000 - March 2004 (4 years 3 months)

- Organization responsible for maintaining IT infrastructure for top 100 customers in Latam
- Responsible for sales, finance, operations and CRM for Latam Support organization
- Managed call center staffing, cost controls, support intelligence trends, customer insight
- Managed highly technical and skilled people

PSS Program Manager at Microsoft

January 1999 - January 2000 (1 year 1 month)

Support operation metrics analysis and reporting (US Escalations, reactive support trends,

customer satisfaction drivers, operation costs, staffing), project management, ad-hoc analysis and reporting, financial analysis and P&L management. Coordinated business planning and consolidation for Regional VP.

International Technical Account Manager at Microsoft

January 1996 - January 1999 (3 years 1 month)

Managed Global and Local Technical Support Accounts, developed Local resources in Brazil.

Internet Business Developer at Microsoft

January 1995 - January 1996 (1 year 1 month)

Development of the first ISP in Brazil and disseminated Internet technology through trade shows, events and the press. Supported Windows 95 launch. Developed partnership with Universities, Telcos and Government agencies. Participated in the production of the first TV Show sponsored by Microsoft in Brazil.

IT Manager at Microsoft

January 1993 - January 1995 (2 years 1 month)

Managed internal support and helpdesk team for 5 local branches, implemented data/phone networks, deployed and managed backend servers and LOB systems. Provided support to regional initiatives and promoted cross subsidiary collaboration. Some of the technologies I developed at this stage in my career are still in use by the WW IT organization, such as components used in the automatic deployment of Windows clients in 2008.

Consultant at Independent Consulting

1988 - 1993 (5 years)

Developed several small-business systems (LAN, databases, POS, inventory control, etc). Wrote a number of articles for technical magazines.

Trainee, Engineering at IPT - Instituto de Pesquisas Technologicas

March 1989 - December 1992 (3 years 10 months)

Computer Graphics, Mathematical Modeling, Data acquisition systems, Charting/Reporting scientific data, use of PCs in scientific research, internal support. (www.ipt.br).

Instructor at Universidade Braz Cubas

1986 - 1988 (2 years)

Developed and delivered several courses on programming languages (AppleSoft BASIC, MBASIC, Microsoft COBOL, dBASE II) on Apple, MS-DOS and CP/M environments and CAD (Computer Aided Design) using AutoCAD software for Mechanical Engineers and Architects.

Education

Universidade de São Paulo

Electrical Engineer, 1993

Honors and Awards

Several internal Microsoft awards and recognition.

Interests

Tennis, guitar, cooking, Mobile devices, Unified Communications, reading (currently quantum physics and Christian literature)

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11 people have recommended Fabio

"Fabio is a highly motivated and self driven individual with innovative ideas for success. Strong leader with excellent decision-making, follow-up and consultative selling skills."

— **Manolo Morales**, *Business Development Director, Richardson Electronics, Ltd.*, managed Fabio indirectly at Microsoft Corp.

"Fabio's ability to lead and drive cross-group efforts combined with his technical skills (Six Sigma Black Belt) were invaluable to drive joint efforts in improving service offerings and performance to our customers and business partners in Latin America. His ability to understand and analyzed details and at the same time see the big picture always translated into solid action plans that greatly facilitated the execution by our teams."

— **Carlos Franca**, *Director Partner and Field Operations, Latin America, Microsoft*, worked with Fabio at Microsoft

"Fabio Correa is a very experienced and dynamic professional . his unique professional skills and personal values and deep experience in the software industry have allowed him to produce outstanding results in the sales , business development and strategic alliances area ."

— **Sam Aued**, *Regional Director, Oracle USA*, was with another company when working with Fabio at Microsoft Corp.

"For the past three years, we have worked in several common projects, in parallel paths and I must say it was great to work with Fabio. Passion, excellence, straightforward, team player are part of him and always, customer and partner satisfaction where the primary goal, adding immense value along the way. It was a pleasure and a great experience working with him."

— **Flavio Calonge**, *Local & Regional Government Lead, LATAM, Microsoft*, worked with Fabio at Microsoft Corp.

"Fabio and I worked together for over a year building the foundations for what is now a completely overhauled Customer and Partner Satisfaction feedback process for Microsoft. He is insightful, deliberate and thinks completely out of the box. His relationships are founded upon mutual respect, listening, sharing credit and doing what is best for the team and the corporation. It was a pleasure to work with him as I learned a great deal, not only about the project, but he helped open my eyes

to new ways of thinking about a problem and driving toward a solution. I would jump at any chance I would have to work with Fabio again; I think that his methodical thinking is valuable in any industry or vertical. Combine that with his exuberant personality and diversely cultured background - you have a win-win every time."

— **Adam Schlesinger**, *Manager, US Enterprise Field Sales Excellence, Microsoft*, worked with Fabio at Microsoft Corp.

"Fabio is an outstanding professional, with a strong experience in understanding the IT market, on business development of IT solutions and products and connecting to the sales force. He is also easy going and very flexible - many times I came to him with late minute changes in the business plan and he worked them out very well. Finally, he has a great ability of diving into the data until "it speaks" - which helped me with key insights about managing IT partners and the business in general."

— **Alex Lima**, *Managing Director - Canada, Latin America & The Caribbean Manufacturing & Resources Sector, Microsoft*, managed Fabio indirectly at Microsoft Corp.

"During the last 9 years I have worked with Fabio, he has displayed excellence in many dimensions. Fabio either led or was a key part in several projects around improving Customer and Partner Satisfaction, Increase joint sales with/through partners, and deliver excellent Enterprise level IT Services. Fabio's has one of the best set of analytical skills that include statistical analysis, as well as tools, including SAS, Excel, SQL. As a Black Belt Six Sigma Certified professional he was responsible for implementing the first 6 Sigma Practice at Microsoft Latin America several years ago. Many of the results that Fabio delivered were achieved through his systematic application of these disciplines. Fabio is a well respected thought his professional community because of his ethics, achievements and also because he enjoys helping and mentoring others in his area of expertise."

— **Hugo Werner**, *Director, Enterprise Partners Sales, Microsoft Corporation*, managed Fabio at Microsoft Corp.

"I worked with Fabio in a customer satisfaction project and was impressed with his commitment to quality management. He has strong analytical skills and knows how to use the survey data to create plans that will positively impact the customer experience. He understands global diversity and uses his program management skills to drive consensus within diverse stakeholders. As a Six Sigma Black belt, Fabio mentored members of my team that were pursuing a six sigma certification. We have learned a lot with Fabio's enthusiasm with process excellence."

— **Marcio Nobrega**, *Program Director, Microsoft*, worked with Fabio at Microsoft Corp.

"Fabio is one of the brightest people I have worked with. He is good at solving complex problems and working across groups to drive towards the appropriate outcomes. He has a great analytical

mindset and knows how to use data effectively to make the right decisions. I would highly recommend Fabio for any capacity that involves client relationships, analytics or management."

— **Rogier Verhulst**, *Senior Market Research Manager, Microsoft*, worked with Fabio at Microsoft Corp.

"There are very few people working in the Software industry today are both deeply knowledgeable and deeply personable. I'm proud to say that Fabio Correa is one of them. I worked with Fabio for 3+ years and during that time he provided strong leadership and value to my business. Fabio is a very strategic person that always is looking to scale businesses and project in a cost-effective and innovative way. With great attention to the details and excellent interpersonal skills Fabio is one of those few people that can drive high influence without authority which is key when people is dealing in global project with multiple stakeholders. Due to his strong experience in six sigma techniques, Fabio adds this component in every project making these scalable and successful. Another key strength is his multicultural awareness due to his experience dealing with global projects that is a plus in project and business management. I look forward to any opportunity where we can work together again in the future."

— **Nestor J Portillo**, *Worldwide Director, Community & Online Support, Microsoft Corp*, worked directly with Fabio at Microsoft Corp.

"Fabio's unprecedented analytical skills are helping Microsoft continuously grow it's customer satisfaction and operational efficiency in Latin America over the past 10 years. His contribution in initiatives like our Six Sigma project has been helping us shape our business in the region."

— **Rodrigo Pedron**, *Microsoft Services, Microsoft*, worked with Fabio at Microsoft Corp.

[Contact Fabio on LinkedIn](#)