




Damian Biviano


Commercial Account Manager & Technical IT Sales Professional

Experienced Sales Executive with a demonstrated history of working in the information technology and services industry. Skilled in Customer Support, Technical Support, Sales and Technical Solution Design. Strong sales professional with a focus on customer service and relationship building.

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 Officer, VIC

EXPERTISE

Sales

CRM

Billing

Digital Marketing

Cloud Computing

Web & Email Hosting

Managed Services

Teamwork

Customer Service

Account Management

Leadership

Time Management

Technical Support

Solution Design

Processes & Procedure

PROFESSIONAL EXPERIENCE

Commercial Account Manager

Scorptec Computers 01/2019 - Present

Achievements

- Have achieved the largest single sale in Scorptec history.
- One of the top one or two sales staff every year since joining.
- Regularly implementing departmental improvements. Development of processes, procedures and new products (ISP partnerships, data protection solutions, storage solutions, etc.).
- Develop training materials and trained staff junior members.
- Introduced solutions to the company and its customers.
- Onboarded several new commercial accounts that have become top performers.
- Had large contribution to the significant growth of the company over the past several years.
- Developed formal commercial account onboarding process.
- Broad product knowledge of IT solutions, including infrastructure, licensing, networking, components and more.
- Brands frequently sold: HP, HPE, Lenovo, Dell, Microsoft, Nvidia, Veeam, StorageCraft, Ubiquiti, Cisco, WD, LG, Logitech, Aten, Epson, Gigabyte, Asus, etc. / many more.

Senior Sales Executive

Phoenix Austec Group 06/2018 – 12/2018

Achievements

- Was head hunted by the owner for this position.
- Implemented pricing and quoting solutions for products and management services.
- Developed customer facing sales collateral and brochures.
- Development of processes, procedures and new products (managed print solutions, VOIP solutions and bonded internet solutions).
- Attended conferences as an exhibitor (medical industry).
- Deployed and maintained ecommerce platform – shop.phoenixaustec.com.au.
- Assisted in IT audit process and delivered audit results and solutions to customers.

Sales Manager

Web24 (Hostopia Australia, j2 Global, Web24 Group) 09/2010 – 05/2018

Achievements

- Increased annual revenue by 135% from \$2M to \$4.7M through sales, account management, product development and digital marketing.
- Staff Member of the Year Award, 2014.
- Currently holding the record for highest number of sales within a month and a quarter.
- Promoted from Sales Agent to Sales Team Leader within 12 months
- Promoted from Sales Team Leader to Sales Manager.
- Designed, planned and executed a marketing strategy that resulted in the highest number of Virtual Private Server sales for a single month (January).
- Managed a team of 5 sales agents, setting KPIs, sales targets and delegating tasks.
- Implemented and maintained sales processes, pricing calculators, products and billing.
- Responsible for training staff in sales, technical items and systems, many of which are still employed at Web24.
- Designed, developed and implemented new website, which is still currently used by Web24.
- Involved in pitching the company twice for acquisition, j2 Global acquired Web24 in 2014 and Hostopia acquired Web24 in 2017.
- Primary account manager; key accounts include Kmart Australia, OfficeMax ANZ, Australia Post, AGL and many more.
- Involved in product design, development and marketing.

Contact: Ross Munns, Managing Director - 0407 202 023

Sales Team Leader

Scorpion Technology 01/2009 – 09/2010

Achievements

- Promoted from Sales Agent to Sales Team Leader within three months.
- Responsible for training staff in sales, technical items and systems, many of which are still employed at Scorptec.
- Built relationships with customers and assisted regular customers on an ongoing basis.
- Effective teamwork to deliver a high frequency stock output.
- Contributed in the regular achievement of departmental sales targets.

Sales Consultant & Technician

Computer Age Systems 01/2004 – 01/2009

Achievements

- Progressed from junior sales assistant to an independent sales agent.
- Responsibilities increased to primary onsite technician & computer technician.
- Supplier liaison for stock ordering and negotiation.
- Contributed to the development of processes, procedures and new products.

Contact: Greg Collings, Managing Director - 0419 333 897

EDUCATION

Rowville Secondary College

Ended 2003

- High School to year 12.
- Course: Cisco Certified Network Associate, Computer Systems Networking and Telecommunications.

Nazareth College

Ended 2001

- High School to year 10.

INTERESTS

Computers & Gaming

- Forever building, upgrading, configuring computers.
- Implemented many media centres / home theatre systems.
- Enjoying online gaming with friends and co-workers.

Basketball

1991 - Present

- Back-to-back metro premierships with Dandenong Rangers (representative basketball club).
- Over 24 domestic premierships achieved between the Dandenong & Knox Basketball Associations.

Travel

- Visited over ten countries in several continents.

Sports Fan

- Collingwood Football Club.
- Juventus F.C.

Family

- Husband since November 2015 (wife Emily).
- Father of two since April 2018 (daughter Sienna and Aly).