

Job Description

ASEAN Sales and Account Director

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1. Who is Coevolve?

Coevolve is a leading global provider of telco-independent software-defined WAN (SD-WAN), Secure Access Service Edge (SASE), and multi-cloud networking solutions to enterprises, with 100% focus on delivering an outstanding client experience. Coevolve was established in 2014 to drive enterprise adoption of next-generation network and security technologies. Coevolve currently provides services to global enterprises in more than 80 countries on six continents.

Our multi-national enterprise clients use our solutions to achieve significant improvements in cost, reliability and performance in their WAN and cloud services or other critical enabling infrastructure. We are a “safe pair of hands” they rely on 24x7 and we build trusting, long-standing relationships with them.

Coevolve's service portfolio includes Telco-independent SDWAN, SASE, and Multi-cloud Solutions, Managed Services – specializing in Co-managed Services, Coevolve Smart Services, and Professional Services.

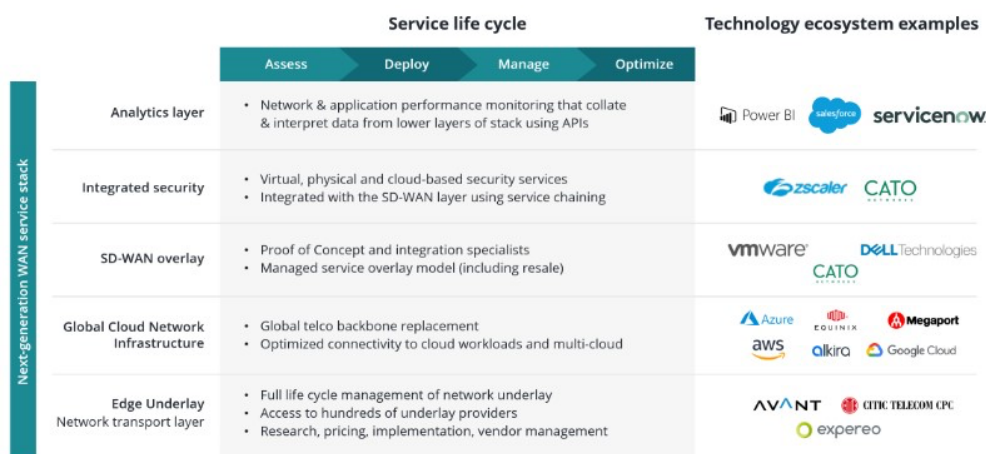
Join us at the cutting edge of global networks! We have lots of content available at www.coevolve.com that suggest reviewing for additional background on Coevolve. [Our CTO also describes our environment in this video.](#)

2. Relevant Company Positioning

Coevolve describes itself as a “full-stack SD-WAN provider” meaning we must exhibit knowledge across all layers of the end-to-end network scenario for the client. For the “life cycle phases” and “service modules” we have sold to the client we are responsible for key underlying vendors that are part of our solution (this can include VMware, Cato Networks, Zscaler, Equinix and more). We are not trying to sell anything and everything within the end-to-end requirement of the client, however, the Coevolve team members are expected to understand the broader “ecosystem” of relevant industry players.

Bringing these capabilities together: Integrated Solutions

An adaptable business model that has evolved and sees additional technology partners added



3. Role Mission

This Sales and Account Director role will act as a right-hand person to the MD APAC based in Sydney to help grow the existing base of regional clients to a exciting new level by winning new mid-tier multinational clients. This Singapore-based role will work across all cycle phases of our SD-WAN service offering (Assess > Deploy > Manage > Optimize), with the majority of the focus being in the Assess and Optimize phases.

4. Tasks & Responsibilities

The role is a pivotal role responsible for growing new logo sales and ensuring the ongoing success of these valued clients. The role requires a high level of activity to build a strong pipeline of new opportunities leveraging technology partners, existing networks and marketing activities. This role works closely with Technical Consultants who act as a valued pre-sales resource who support the sales activities from a technical excellence perspective with the Sales and Account Director responsible for all commercial aspects.

Growth and New Client Development

- Build a pipeline of new logo opportunities in line with the company target market
- Add to the number of companies in Coevolve's database fitting our ideal client profile and be expert in our addressable market size and status
- Conduct extensive prospecting and drive ISR resource internally when available or from vendor partners
- Collaborate with the technical pre-sales (Technical Consultants) to ensure client buy-in
- Be clear on Coevolve's differentiators specific to the competitive setting on each and every bid
- Engage vendor partners to gain access to new leads and opportunities as a highly skilled partner

Account management/directorship

- Proactively map the account portfolio to identify best opportunities for growth by upselling, cross selling and new service offerings
- Engage with the Client Relationship Manager to ensure all client request submitted are efficiently processed by the Customer Experience team and in line with the commercial goals set for each account
- Proactively engage existing clients to ensure business requirements are understood as they evolve over the life of the client
- Provide clear guidance on the scope and time budgeted for TC time during deployment. Lead the push back with the client on any scope creep vs what was sold.
- Efficiently leverage the technical consultants to retain a trusted adviser status within the account
- Work with the Client Experience team to ensure renewals are proactively addressed with Client Experience completing initial renewal activities and the Sales and Account Director responsible for engaging and negotiating with the client
- Help orchestrate multi-layer contact, appropriate to the size of the account, with regular MD involvement (e.g. monthly or bi-monthly) and periodic CEO/CTO contact (e.g. 6 monthly or annual) to leverage our 3 levels and respective roles

Commercial responsibilities

- Responsible for all deal modelling and commercial documentation (deal models, Agreements, proposals)
- Maintain strong Gross Profit across new and existing accounts build strong forward Total Contract Value

- Present accurate commercial deal structures to finance and the regional Managing Director deal approval.
- Ensure forecasting completeness and accuracy

Day-to-day activities

- Maintain a strong understanding of the integrated solutions provided and the benefits they deliver
- Manage internal systems to ensure up-to-date activity records and pipeline forecasts
- Assist marketing as requested with activities to drive event attendance and broader market presence
- Maintain high level visibility of service challenges to support the CX and CRC with any client escalations
- Assist the CRM and CFO in addressing any commercial and client experience questions

5. Skills and Experience

- 5+ years of direct sales experience selling to enterprise clients in the technology industry - for example, in a sales role for a technology managed services firm, cloud service provider, telco, ISP, etc..
- Good understanding and experience of the sales process and the dynamics of selling through channels is a strong plus
- Experience selling to ASEAN HQ's mid-market multinational is required
- Existing network of enterprise IT decision makers contacts and ability to identify new prospects to help drive the sales pipeline
- Relentless drive to do multi-channel prospecting and maintain a strong sales pipeline
- Enjoys networking events and is excellent in identifying qualified prospects
- Develops qualified sales opportunities by researching and identifying prospect accounts
- Excellent in following-up with prospects (email, phone calls, LinkedIn, etc.) to identify, qualify, and progress sales opportunities to closure
- Some flexibility in working hours required for collaboration with our global team
- Ability to travel up to 30% of the time for prospect meetings, the majority of which will be in Singapore
- Familiarity with maintaining accurate records in a CRM system (Salesforce)
- Excellent written and verbal communication skills
- Self-driven with proven record of delivering high-quality, commercially viable outcomes
- Ability to work with a certain amount of ambiguity (eg. Vendor product changes) to produce practical results
- Excellent skills in Microsoft Office suite, xls, powerpoint, etc.
- Solid working knowledge of following technologies. Hands-on experience preferred but not required:
 - WAN designs (MPLS / Internet / DMVPN / IPsec etc.) and access technologies (Ethernet / PPP / Wireless / satellite)
 - Network and Application Performance Management concepts and tools
 - Security considerations and concepts with an appreciation of the tools and appliances used
 - Cloud delivery, including IaaS, PaaS, SaaS concepts and services
 - Data center designs / Disaster Recovery / Business Continuity Plans
- SD-WAN, SASE, multi-cloud networking and other next-generation network technologies a bonus (we acknowledge that many companies are yet to make this available, and formal certifications are rare so kudos will be given for self-guided research on these topics. We do expect you will have done some self-guided research on this key topic.)
- Desire and ability to learn new technologies quickly and interact with third parties

6. Qualifications

- Bachelor's degree ideally in computer science or related field
- 8+ years of industry experience in a related field (IT, telecommunications, cloud service provider, etc.)

7. Reporting Line

- This position reports to Daniel Urbina the MD of APAC in Sydney