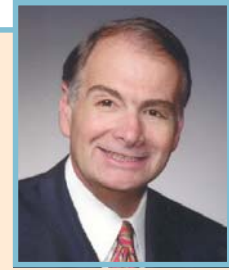


Your Presenter: Mark Hordes



Education:

- MBA and MS Aurora University.
- American Graduate School of International Management.
- BS, University of Houston.

Professional experience:

- Senior management advisor and consultant.
- Co-author: *S-Business: Reinventing the Services Organization*.
- Former partner, Andersen Consulting, now Accenture (SAP, ERP business development: technology, software and change management global engagements).
- Professional services sales track record from \$5 million to \$500 million while a Big Five partner.
- Vice president, international business development, The American Productivity & Quality Center.
- Best Services Sales Article Award, AFSMI, "Best Day, Everyday, Rules of the Road for 'Getting to Yes' in Selling Professional Services."
- Professor, The University of Houston.
- Vice president of services marketing, Dillingham Associates, Inc.
- Highly acclaimed professional services sales and marketing keynote conference presenter and seminar leader.
- Clients include: 3M, AGFA, Allstream, Canon Europe, Caterpillar, Cisco, Computer Design & Integration, Datatel, Diebold, EDS, Emerson, Fujitsu, Gambro, Intel, Konica Minolta, Kronos, Plumtree Software, AFSM International, CompTIA, CIMPA, Association of Internal Management Consultants, Sealed Air, Eclipse, Shell, Stratus Technologies, Taleo, Timberline Software, VW Worldwide, Jefferson Wells International.

Presentation Formats Offered by Mark Hordes

- Keynotes Addresses for Conferences and Company Meetings.
- One-Hour Break-Out Sessions.
- Half-Day and Full-Day Pre- and Post-Meeting Seminars and Workshops.
- Executive Briefings and Panel Member Participation.
- "Turbo" Sales and Marketing Workshops.
- "Sales Boot Camp" Two-Day Workshops.

Contact Information

To discuss your upcoming pre-conference or company workshop, keynote address, or sales leadership meeting needs, contact:

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Past Workshop Participants Say:

"I loved all the tools, especially the Qualifying Checklist!"

*Professional Services Vice President,
Technology Company*

"The workshop helped me access key decision makers in upper management."

*Director, Business Development,
Software Company*

"I learned how to make the move from FREE TO FEE for our services!"

*Vice President, Product Sales,
Technology Hardware Company*

"We closed a \$10M services deal utilizing the techniques learned in the workshop."

*Services and Solutions Executive,
Technology Reseller*