TONY PARIS He/Him

Inside Sales & Client Success Professional

Remote Client Relationships · Consultative Selling · Multilingual

Livonia, Michigan · (734) 521-6489 · Tony@AParis.US · aparis.us · linkedin.com/in/trust-aparis

CORE SKILLS

SALES & CLIENT DEVELOPMENT
- Consultative Selling
- Discovery Call & Needs Assessment
- Proposal Writing & Quoting
- Objection Handling
- Pipeline Management
- Follow-Up Sequencing
- Close & Contract Execution
- Account Expansion & Upsell

CLIENT SUCCESS
- Client Onboarding
- Account Retention (9,500+ Clients)
- 5.0 Google / BBB A+ Service Track Record
- SLA & Deliverable Management
- Escalation Resolution
- Customer Training Delivery
- Quarterly Business Reviews

COMMUNICATION
- Remote / Virtual Presenting (Zoom, Teams, Meet)
- Written Client Communications
- Cross-Cultural Business Communication
- Multilingual Client Support
- Technical Concept Simplification
- Active Listening & Needs Discovery

CRM & TOOLS
- HubSpot / Salesforce / Pipedrive (Familiar)
- Quote Builder Platforms (Built Proprietary Tool)
- Email Marketing & Drip Campaigns
- SMS Marketing
- Calendar & Scheduling Platforms
- Google Workspace & Microsoft 365

INDUSTRY KNOWLEDGE
- Web Design & Digital Services
- Healthcare & Specialty Pharmacy
- SaaS & Cloud Services
- AI & Automation Services
- Government & Regulated Industries

LANGUAGES
- English (Native)
- French
- Spanish
- Korean
- Japanese
- Urdu
- Chinese
- Arabic

EDUCATION

Baker College
Major in Web Development, Minor in Graphic Communications
2005 – 2008

Carman-Ainsworth High School
High School Diploma
1997 – 2001

PROFESSIONAL DEVELOPMENT

Diplomat University (Corporate Training)
Pharmacy Administration, Policy & Regulatory Affairs
2011 – 2017

CERTIFICATIONS (PAST)

OnBase Certified System Administrator— Hyland, 2020
Introduction to Workflow— Hyland, 2020
Certified Pharmacy Technician (CPhT)— PTCB, 2014
Certified Professional Food Manager— ANSI, 2010
HIPAA Compliance Trained
PCI Compliance Trained

AWARDS & RECOGNITION

- CanadianSME Small Business Awards 2025 — Sustainable Business Nominee
- TechBehemoths Web Design Award (2025)
- Digital Excellence Gold Award (2024)
- Most Innovative Web Design Agency in Michigan (2024)

COMMUNITY & VOLUNTEER

Vice President — Westland Area Jaycees
Communications Specialist — JCI Michigan / Junior Chamber International
Web Editor — Forever Families, Inc.
Teacher — Holy Redeemer Catholic School
Community Volunteer — Livonia, Redford, Wyandotte Jaycees
Community Volunteer — Carriage Town Ministries, Awaken Ministry

PROFESSIONAL EXPERIENCE

Associate Cloud Support Engineer & Certified Administrator

i3 Verticals | Royal Oak, Michigan

Jun 2017 – Mar 2026

- Managed client relationships across HIPAA-regulated healthcare and government accounts while maintaining SLA and retention targets
- Served as primary point of contact for escalated client issues, converting service moments into retention and expansion opportunities
- Delivered remote training sessions and product walkthroughs to client stakeholders
- Collaborated with sales and engineering to shape solutions that matched client compliance and operational requirements

Corporate Advisor & Technology Trainer

Diplomat Specialty Pharmacy | Flint, Michigan

Sep 2010 – Jun 2017

- Advised leadership and cross-departmental teams on technology adoption and workflow improvement at one of the nation's largest specialty pharmacies
- Trained hundreds of staff members on administration systems and compliance protocols
- Coordinated with healthcare providers, insurers, and IT teams to streamline critical patient workflows

CONCURRENT VENTURE

Founder & Chief Technologist

AppWT Web & AI Solutions (AppWT LLC) | Livonia, Michigan

Jul 1997 – Present (Concurrent Venture)

- Closed and serviced 9,500+ clients across the US, Canada, UK, Australia, and the Netherlands — maintaining a perfect 5.0 Google rating and BBB A+
- Delivered 23,700+ projects under the firm's under-promise, over-deliver operating principle
- Conducted thousands of discovery calls, proposals, and client onboarding sessions
- Built proprietary Quote Builder SaaS platform currently used for client-facing quoting
- Lead a 10-person cross-functional team