



# TERENCE B. CHANNON

Shaping The Modern  
Customer Experience In  
A Global Business World

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Through a customer-first mindset and delivering measurable results for clients, Mr. Channon continues to have success growing NewLead, a South Florida based technology and customer engagement firm. High retention rates, capabilities expansion and effective business development have helped the firm's revenues grow by 60% and 85% in the prior 2 years. He is highly skilled in building global and cross-functional teams, generating momentum for early-stage projects, incubating new business ideas and returning value to key stakeholders, including staff and shareholders. He is often called on to resolve uncertain business situations through innovation, business development, and improved financial transparency. His passion for the end-customer, corporate governance and earning trust results in high-performing projects and sustainable professional relationships.

Mr. Channon is also dedicated to the well-being of his community through charitable involvement, advising and investing in early-stage projects and providing thought leadership in entrepreneurship, customer engagement, and small business execution.

**EXCELS AT BUILDING MOMENTUM FOR NEW PRODUCT LAUNCHES, IMPROVING DISTRESSED BUSINESS SITUATIONS AND ENCOURAGING COLLABORATION AMONG MULTI-CULTURAL & MULTI-DISCIPLINE TEAMS.**

## EXPERTISE

- Product Innovation & Management
- Customer Engagement & Acquisition
- Start-Up Launch & Development
- Business Development
- Global & Cross-Functional Team Leadership
- Financial Reporting & Management

## EDUCATION



### University of Maryland

Robert H. Smith School of Business  
M.B.A., 2019



### Stetson University

B.A., Religious Studies, 2001  
Prince Entrepreneurship Program  
Roland George Investments Program

## CURRENT ROLE

### Principal

NewLead, LLC  
[www.newlead.net](http://www.newlead.net)