

# ANNA MORRISON

## RÉSUMÉ

### <!--About Me-->

I'm a passionate, hardworking person and have extensive experience working as part of a team and as an individual. I love problem solving and have a very logical mind. I also love creating solutions to problems and watching my work affect people in a positive way. I've got a good eye for detail which has been beneficial within several of my previous roles. Being able to introduce new, innovative processes and methodologies is also something I enjoy, it motivates me to be able to think "out of the box".

### <!--Contact Information-->

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### <!--Core Skills-->

#### <!--Technical-->

```
<div class="intermediate">HTML</div>
```

```
.intermediate {  
  CSS + Bootstrap  
}
```

```
console.log("beginner" + "javascript");
```

Next up...



#### <!--Non-Technical-->

- Extensive customer facing experience
- Sales negotiation
- Ability to train others on new software platforms
- Commercially aware
- Adaptive to new technologies and processes
- Non-technical understanding of virtualisation
- Non-technical understanding of IT infrastructure
- Able to create and maintain company collateral



### <!--Education-->

THE LEARNING PEOPLE - FULL STACK DEVELOPER (HND)  
2019 - Present

PARETO LAW – ADVANCED TELEPHONE SKILLS COURSE  
10/12/15

NVQ LEVEL 2 & 3 CUSTOMER SERVICE  
01/10/10

NVQ LEVEL 2 SALES  
01/10/10

### <!--Experience-->

#### CUSTOMER SUCCESS MANAGER

Park-IT Solutions

December 2018 - Present

Heading up the short term and long term training strategy for Park-IT's new Cloud product // Account Management element with both Cloud and Legacy clients // Creating the Park-IT Cloud Instruction Manual using InDesign // Creating training videos with voice over for training portal // Creating and deploying Park-IT Academy (training portal) // Delivering both remote and onsite training

## <!--Experience-->

### CIVIL ENGINEERING APPRENTICE

Taylor Woodrow as part of the Balfour Beatty Vinci Joint Venture

February 2018 – December 2018

Completing 10 weeks placement in both the business excellence and BIM Teams // Meeting with ICE around developing my CPD and applying for my EngTech // Using Bentley Software such as; MicroStation, Navigator, ProjectWise and ConceptStation // Using other software such as; Synchro, Fusion360, Nimbus and FME // Learning about and implementing Quality Assurance and Requirements Management // Being an active member in the Innovation Team // Always looking at ways to introduce new technologies and/or processes to save time, money and reduce risk

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### SALES SOLUTION SPECIALIST

Viiew (part of Dimension Data Group – NTT Group)

June 2017 – October 2017 (Sydney, Australia)

New biz hunter role – running your own business within a business // Placing technical consultants like JS and Python developers onto client sites to assist with skill shortages // Broke into accounts like NAB (National Australia Bank) & Equifax within 2 months, generating 4 placements when typically it takes new starters 5 months to make 1 placement // Created a pipeline worth AUD\$500,000 (profit!) within 3 months

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### PARALLELS (CONTRACT ROLE DUE TO VISA RESTRICTIONS)

Territory Development Manager

March 2017 – June 2017 (Sydney, Australia)

Covered Australia & New Zealand for Channel Development // Trained both partners & exclusive distributor Ingram Micro on Parallel product range // Personally created over AUD\$380,000 of pipeline within 3 months // Attended road shows and trade events to get Parallels exposure up within ANZ // Built strategic relationships with complimentary vendors & created incentives for sales teams

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### COTY (CONTRACT ROLE DUE TO VISA RESTRICTIONS)

Supply Logistics Contractor

January 2017 – February 2017 (Sydney, Australia)

Business transformation role after COTY acquired Covergirl & Max Factor from Proctor & Gamble // Using Excel I created; master price files, forecast sheets for both sales & purchasing, current stock levels and purchase order templates all of which fed from one master file which would be updated on a daily basis // COTY found themselves in a bit of trouble when no information was brought over during the acquisition // Liaised with; sales, logistics, purchasing and the new warehouse to bring all relevant information into one location. This enabled COTY to manage supply and demand accurately for the 12 months after my contract.

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### TOO MANY CLOUDS (CONTRACT)

Business Transformation Consultant

September 2016 – December 2016 (Sydney, Australia)

Too Many Clouds is a Cloud & Disruptive Technology Distributor. Now established for a year in the UK we have decided to move the business across to Australia with a launch planned for early 2017 // I have been contracted by the founder based in the UK to set up the business here, form strategic channel alliances and have actively recruited a sales person to run the day to day activities of the business // I was working with up and coming vendors such as Park my Cloud to help them grow market share.

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### IGEL TECHNOLOGY

Sales Account Manager

December 2015 – May 2016

End to end sales, managing all stages and all parties including; strategic partners, distributors, re-sellers and end users // Mix of proactive and reactive leads generated from marketing campaigns, incentives run by our partners and through attending strategic events across the UK // Cold calling to generate new business – while not initially targeted by the business, it generated some positive results and improved my technical knowledge around our solutions. // Talking through client's infrastructure and composing a value add proposition to their business // Identifying key pain points and matching the features and functionality provided by an IGel solution.

## <!--Experience-->

### JETNEXUS

Territory Account Manager

December 2014 – December 2015

Building my own territory from the ground up // On boarding & running training sessions to enable new strategic partners & vendors to position our product within their existing offerings // Building and maintaining a healthy pipeline and forecasting accurately // Cold calling end user data base with a KPI of 60 calls per day // Attended the Pareto cold calling advanced course // Attending end user meetings with technical resource to educate and incentivise both the channel and end users.

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### FUJITSU

Distribution Sales Specialist

May 2014 – November 2014

Responsible for maintaining excellent relationships with Fujitsu's 4 approved distributors across the UK // Keeping up to date with all product sets from both a sales and technical point of view // Organised regular call out days with my distribution partners along with weekly floor walks // Building bespoke sales & marketing plans with the distributors // Attended key events including The Insight Technology Show & the Exertis end of year awards event // Proactively organised sessions with internal product managers to improve my technical knowledge around out enterprise solutions including Fujitsu's hyper-converged offering including VMware & NetApp.

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### IQ-SYS (PART OF SDG GROUP – NOW AZLAN PART OF TECHDATA)

Corporate Software Account Manager

October 2011 – March 2014

Began as an Internal Account Manager and developed into a hybrid role within the first 12 months // Owned one of IQ-Sys's largest accounts – Insight Direct UK // Completed my VSP & CSP to improve my Citrix and VMware knowledge // Developing and maintaining relationships on my reseller's sales floor // Learning to use different CRM tools such as SAP when the business was acquired // Hit target for 6 quarters consecutively // Helped launch VMware & Veeam's SPLA licensing programs internally.

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### PHONES4U

Assistant Manager

October 2009 – July 2011

Exceeded target for 12 months consecutively whilst completing my NVQ's in sales & customer service // High responsibility role looking after compliance and stock management // Looked after teams of up to 10 people. Learnt key skills in how to overcome objections and how to qualify a customer properly, I then passed this knowledge on in my training with new starters.

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