

Robin Renneke

2301 Moser Ave. Dallas, TX 75238

651-472-1683 rennekerobin@yahoo.com

LinkedIn: www.linkedin.com/in/robinrenneke/ Github: <https://github.com/RRenneke>

Professional Profile

- **Client Management:** Serving as the strategic liaison between clients and company, my primary focus is to listen to client requirements and expectations and seek high quality solutions using company technologies and services. Concentrating on relationship building with the client on a daily basis to manage confidence in the offered solution and to act as the communications hub for all interactions.
- **Communication:** Providing structure and communications between stakeholders such as clients, internal stakeholders, technical resources and program management to reach consensus and guide programs to excellent budget and schedule performance.
- **Technical:** Widely experienced in the use of sophisticated software to deliver results for the client. Able to craft requirements for technical solutions as well as interface with IT staff to engineer results.
- **Customer Service:** Subject matter expert on process development and documentation to bring about strong results in areas such as Operations, Process Services, Fulfillment Services and more.

Education, Honors, and Certifications

BS, Business Administration and Management with honors
Rasmussen College, Lake Elmo, MN

General Studies

Inver Hills Community College, Inver Grove Heights, MN

Technical Skills

Sales Force, Jasper Soft (Catapult), RMS (Rebate Management Software – Helgeson), Synergy (Parago, Inc.), Project Search Tool (Helgeson), Utility Data Source Tools (Parago), CIS (Client Information Systems – Helgeson), SAP - Business Objects (Parago), QuickCare Track Sites (Parago), MAS90, Quality Control / Quality Assurance of Software Development, Microsoft Office

Employment

02/2016 – Current **Catapult Health, Dallas , TX**

Account Manager / Senior Account Manager

- Responsible for implementing, managing, supporting, and providing follow up for Catapult's onsite services to all tiers of Catapult's clients
- Manage the day to day client relationship for growth, retention, and renewal
- Influences client engagement for maximum participation
- Collaborates with departments to ensure client needs are met while maintaining Catapult's mission
- Creates and presents reports and analysis

10/2014 – 02/2016 **Blackhawk Engagement Solutions / Parago, Lewisville, TX**

Account Manager / Account Manager II

- Responsible for successful on-boarding and management of assigned complex strategic utility client jobs.
- Manages utility client relationships and expectations on a daily basis.
- Demonstrates leadership skills through involvement in department and company initiatives.