

MICHAEL WACHTEL

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EXPERIENCE

DECEMBER 2015 – PRESENT

PARTNER OPERATIONS COORDINATOR – CONTRACTS ADMINISTRATOR - ESRI INC.

Unique Duties:

- Esri Partner Network Evolution Program – Administrate and Manage Execution of Contracts for a portfolio of ESRI Partners (Portfolio size 800+ partners)
- Manage extensions and logistics of the migration effort for Application Service Provider agreements between Esri Customers and ESRI
- Revenue Tracking and Analysis of Esri Partner Network related Royalties Agreements
- Administration and Tracking of Esri Partner Network Program fees and annual renewals.
- One-off Research Projects
- Execution of Termination of Esri Partner relationships
- Esri Partner Operations Administration Tools development (Consulting & Salesforce integration development)

General Duties:

- Esri Partner Operations Email Alias
- Represent the Esri Partner Network at the International User and Esri Partner Conferences annually.
- Assist in training / on-boarding new Partner Operations employees

DECEMBER 2015 – JANUARY 2019

CUSTOMER SERVICE REPRESENTATIVE - ACCOUNT ANALYST -- ESRI INC.

Unique Duties:

- Develop, coordinate, and implement new internal Customer Service dept. web-course training/on-boarding program.
- EPN Customer Service Representative. Experience with OEM invoicing, Partner Policy/Procedure, Partner Program, Startup Program, Sales Authorization, VAR, Expanded Benefits.
- Interdepartmental collaboration
- Policy & procedural analysis / consulting

General Duties:

- Manage all order-related activity for domestic commercial customers including order processing, shipping schedule, invoicing, and post-delivery support
- Track licenses, maintenance, and entitlements for each customer
- Create and follow up on customer quotes as needed
- Update and maintain customer account information databases
- Be available to answer questions from customers or other departments
- Participate on project teams as assigned

2013 – 2015

JUNIOR BUSINESS CONSULTANT, CSUF SMALL BUSINESS INSTITUTE

- Consulting for small/medium sized business in:
 - Marketing - Developing marketing strategies, market research / analysis
 - Operations - Developing Lean systems operations & efficient operations strategies
 - Accounting - Reorganize, develop, and deliver financial statements
 - New Venture Launch – Plan and develop viable business plans / launch strategies
 - Leadership - Developing internal feedback networks, proposing proper leadership styles

EDUCATION

MAY 2015

BA BUSINESS ADMINISTRATION, CALIFORNIA STATE UNIVERSITY FULLERTON

Focus: Entrepreneurial

SKILLS

- Software Experience: SAP, Salesforce, Microsoft Teams, Skype for Business, MS Office Suite, Content Studio, Camtasia
- Some experience with SQL (self-taught)
- 4 Semesters – Chinese Mandarin
- Detail oriented
- Works well Independently in a team environment

ACTIVITIES

- Royalties and Revenue Tracking
- Reporting / Analytics
- Data Management / Analytics
- Contracts Administration
- Salesforce Administration
- Web-course Development for Training & On-boarding Internal Staff
- Policy & Documentation Reviewal / Consulting