

Shannon Hipple

Sales Engineer at Square D Company by Schneider Electric

Phoenixville, PA - Email me on Indeed: [indeed.com/r/Shannon-Hipple/e50984ffd0c318e2](https://www.indeed.com/r/Shannon-Hipple/e50984ffd0c318e2)

Highly motivated sales professional with substantial customer service experience developing and delivering solutions. Strong interpersonal and leadership skills demonstrated across a wide variety of organizational functions. Creative and dynamic team player with proven ability to bring team members from diverse backgrounds and disciplines together to produce desired business results.

WORK EXPERIENCE

Sales Engineer

Square D Company by Schneider Electric - June 2010 to Present

- o Actively call on key electrical contractors in addition to other targeted commercial and industrial end users
- o Engage in strategic sales plan activities including distributor planning, target account planning, and target market planning
- o Provide exceptional customer service experience throughout entire sales cycle by leveraging key internal and external resources and stakeholders to meet and exceed customer needs
- o Utilize end-to-end business process experience to monitor projects from early design stages, through the quotation and order management phases, and through order closeout
- o Collaborate with various Schneider business segments to provide customers with a One Schneider Electric Solution

Quotation Specialist

Square D Company by Schneider Electric - October 2006 to June 2010

- o Provided electrical power equipment quotation support for the Philadelphia, Allentown, and York areas targeting distributors, contractors, end users, and consultants in residential, commercial, and industrial markets
- o Named Business Process Excellence Peer Expert for Philadelphia Area to drive global process harmonization throughout entire sales process; with a specific focus on preorder activities
- o Participated on cross-functional team that used Six Sigma Methodology to analyze the root causes of estimating errors and develop processes designed to minimize error quantities and values
- o Mentored a new employee through weekly coaching sessions on aspects of the quotation process including product knowledge, bid strategies, commercial knowledge, and internal systems and processes for utilizing shared company resources
- o Worked closely with Department Manager to collect and analyze quotation and order hit-rate data in order to better understand current market conditions and trends in order to drive higher quotation efficiency and effectiveness for the area
- o Participated on Process Team that created the Annual Performance Plan and Key Performance Index template for the newly created Quotation Coordinator Position

Sales and Operations Manager

Cabin Craft Ski and Snowboard Shop - Spring Mount, PA - September 1995 to April 2009

- o Managed all aspects of store operations including pricing, scheduling, and inventory with responsibility for up to 15 employees; additional duties included marketing, forecasting, and purchasing products
- o Developed training plans and best practices to assist new hires with the orientation process

- o Designed and maintained company website while advertising and promoting the store through social media sites

Project Manager

Square D Company by Schneider Electric - June 2003 to October 2006

- o Managed over four million dollars in medium and low voltage electrical power equipment orders of varying size and complexity per year; coordinated with manufacturing plants, engineering groups, and field service organizations
- o Contributed to reduction of open claims for field office by 30% through implementation of a pre-order cleanup process, accurate change order record keeping, and proactive order management activities
- o Utilized company resources including in-house software, technical assistance groups, and product literature to provide inside sales support to local Sales Engineers and customers

EDUCATION

Master of Business Administration

Pennsylvania State University

August 2011

Bachelor of Science in Electrical Engineering

Pennsylvania State University

May 2003

ADDITIONAL INFORMATION

AWARDS AND MEMBERSHIPS

- o Pennsylvania State Alumni Association
- o Pennsylvania State Montgomery County Alumni Association
- o Electrical Association of Philadelphia
- o Diverse Rides Truck Club, President (2004 – 2009)
- o Teamwork Award, Square D Company, 2005, 2007, and 2008
- o Outstanding Customer Service Award Finalist, Square D Company, 2006 and 2008