

# MARY KATHRYN BARRIAULT

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Coding Project Demos: youtube.com/@mkb0020

## SUMMARY

Spreadsheet-enthusiast with an obsession for Process Improvement by creating automation tools. Passionate about manipulating, analyzing, and visualizing data. Familiarity utilizing and interpreting data analytics metrics (R2, Coefficients, MSE, MAE, etc.) and creating regression plots to predict trends. Experienced in cross-functional collaboration to minimize silos. Focused on optimizing the Customer Experience journey and building trust through empathy, insight, and innovation.

## CORE PROFESSIONAL SKILLS

- Process Development, Documentation, and Improvement
- Subscription Management (Renewals, True-Ups, etc.)
- Cross-Functional Ops (Sales, AP, IT, Engineering)
- Enablement & Training
- Customer Experience Lifecycle Management
- Microsoft Office Suite, CRM, ERP, and channel quoting tools

## SELF-TAUGHT TECHNICAL CAPABILITIES

- Python (pandas, Matplotlib, scikit-learn, tkinter, numpy, seaborn, openpyxl)
- Visual Basic (Microsoft Excel)
- Website & e-commerce Storefront Creation (Python, Flask, Javascript, Bootstrap, HTML, CSS)
- Manipulating, Visualizing, and analyzing Data

## WORK EXPERIENCE

### SMARTnet and Subscriptions Senior Specialist

August 2022 – June 2025

D&H Distributing, Harrisburg, PA

- Managed full Cisco subscription lifecycle, including onboarding, upsells, renewals, term changes, and True Forward/Value Shift events.
- Led partner-facing support and internal training across government, military, corporate, and healthcare accounts.
- Supported API integration of Cisco quoting tools by collaborating with IT and translating Cisco concepts into actionable technical requirements using DevNet resources.
- Authored self-serve enablement guides and delivered internal training to Sales, Operations, and Engineering teams.
- Contributed to LEAN-driven improvements to streamline quoting and lifecycle support across departments.

### Corporate / Healthcare Account Manager

March 2016 – August 2022

Southern Computer Warehouse, Marietta, GA

- Managed long-term sales relationships with corporate and healthcare clients across the U.S., driving consistent account growth.
- Assessed customer IT environments to identify technology gaps and opportunities, coordinating with distribution and OEM partners to build proposals.
- Provided ongoing product knowledge and procurement guidance, positioning tailored solutions to meet business needs.

## CERTIFICATES

- Cisco Black Belt – Distribution Success Stage 1
- Cisco Black Belt – Cloud Operations Stage 1
- Cisco CX Stage 1 – Distributor's Badge
- D&H LEAN Change Agent - Green Belt

## EDUCATION

Auburn University, Auburn, Alabama

B.S. in Industrial and Systems Engineering (2011-2015)