

CORE COMPETENCIES

- xx years working in B2B software industry
- Proven track record of meeting or exceeding quotas
- Deep knowledge of enterprise resource planning (ERP) software and cloud/SaaS environments
- Familiar with public sector business solutions and internal practices
- Proficient at managing customer expectations

SOFTWARE SKILLS

- SalesForce
 - Microsoft Office
 - Team Support
 - Jira
 - Clarizen
 - Microsoft Dynamics CRM
 - Student Information Software
 - Quick Books
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PROFESSIONAL EXPERIENCE

Harris Computer Systems: 1999 – Present

Harris provides mission critical software solutions for the Public Sector, Healthcare, Utilities and Private Sector verticals throughout North America, Europe, Asia and Australia.

Pre-Sales Solution Consultant, CityView: 2018-Present

Public sector organizations across North America have chosen CityView as their community development and land management solution since 1982.

- Review and respond to functional requirements of proposals
- Perform product demonstrations
- Work with sales to identify and target prospects and clients
- Work with marketing to construct email invitations

Customer Success Manager, Cayenta: 2016-2018

Cayenta is a North American leader in technology for medium to large utility clients. It provides innovative end-to-end CIS and ERP solutions that were engineered from the ground up to be agile and seamless.

- Grew additional revenue by increasing the Cayenta footprint within existing 22 accounts
- Attained or exceeded \$1,000,000 quota targets for assigned book of business
- Managed client interactions and assisted other functional teams to deliver client services
- Built and maintained relationships with economic buyers, key decision makers and operational staff
- Performed analysis of client initiatives, strategic plans and budgets to identify opportunities for our software and services
- Reported on and developed strategies to improve customer satisfaction
- Created, refined and delivered value messaging to existing clients
- Used customer and prospect contact activities tools and systems, and updated relevant information held in these systems

Customer Success Manager, Harris ERP: 2004-2016

Harris ERP has been providing Enterprise Resource Planning software exclusively to the public sector for more than 30 years.

- Grew additional revenue by increasing the Harris ERP footprint within existing 121 accounts
- Managed client interactions and assisted other functional teams to deliver client services
- Provided feedback/guidance to product strategy and development teams to ensure products maintained their leadership positions in the marketplace
- Reviewed and responded to the functional requirements of proposals

- Performed product demonstrations

Implementation Specialist, Harris ERP: 1994-1998

- Delivered classroom, train the trainer, remote session, and hands-on training to clients on the financial applications. Developed training guides, lesson plans, job aids and online help systems
- Managed projects in the implementation cycle
- Managed the customer support line and developed new procedures to reduce the call frequency, such as enhanced reference materials

Prodigy Leadership Academy

Christian school serving students from pre-K through high school. Part-time position while working at Harris ERP.

Business Manager: 2013-2015

- Ensured the accounting procedures within the school system met all federal, state and local requirements
- Developed, implemented and provided oversight of the annual budget.
- Responsible for payroll and all financial reports

Maximus

For more than 40 years, MAXIMUS has partnered with state, federal and local governments to provide communities with critical health and human service programs

Sales & Marketing Consultant: 1999-2004

- Worked closely with the Vice President of Sales & Marketing to establish sales team objectives and strategies for obtaining new customers
- Responsible for generating leads as well as software demonstrations for the Student Management Product suite.
- Reviewed and responded to the functional requirements of proposals
- Delivered classroom, train the trainer, remote sessions and hands-on training to clients.

EDUCATION

Southeast Missouri State University - Bachelor of Science in Business Administration; Major: Finance