

KRISTINE COSTER

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Experience

Cisco Systems Capital Corporation, Research Triangle Park, NC

September 2011 - Present

Customer Contract Manager

- Prepare required leasing and loan documents including Master Lease Agreements, supporting schedules, purchase orders, and letters of credit
- Perform legal functions within customer contracts by following the MLA playbook to ensure proper legal language, pricing, credit, and tax limits are used within contract negotiations
- Create deal transactions in ELESE used to generate document packages for the customer
- Communicate with multiple cross functional teams within the finance organization such as sales, credit, pricing, legal, tax, invoicing, and IT to obtain specific deal requirement approvals
- Resolve issues with customer and/or partner involving specific deal transaction details while providing timely and accurate information

Partner Relationship Manager

- Reconcile each deal that has become fully invoiced by ensuring proper discounts are given, invoices are correct per the original terms of the contract, taxes are assessed, and commencement dates verified
- Funded over \$8,000,000 to certified Cisco Inc. resellers
- Arrange and provide the customer the Certificate of Acceptance, final Annex A and any other applicable acceptance documentation
- Monitor invoice progress for each purchase order issued by CSCC for completion
- Close out schedules by sending partners the financed amount via wire

In-place Remarketing Analyst

- Process end of lease transactions such as buyout, termination or extension requests
- Use the Business Objects tool to pull metrics that determine the quote given to the customer
- Price buyout amount and prepare final quote for customer
- Create amendments/change letters for customers once they have agreed on final quote price
- Send an RMA list to warehouse to request a return and track its progress

C.H. Reynolds Electric Company, Research Triangle Park, NC

July 2010 – September 2011

Business Analyst at Cisco Systems, Inc.

- Tracked all Cisco IT Storage team FMV leases to maturity, for the purpose of refreshing production hardware
- Provided metrics for the Capacity Demand Management team regarding current capacity and forecasted demand
- Tracked all Change Management requests via Cisco's EMAN Tool
- Represented the ICE TEAM for global installs for the Cisco Global Data Center Program
- Monitored storage allocation/decommission case queue and distributed amongst storage team members

Skills/Certifications

- Contributed as a member of the Tiger Team which provided documentation of process development, procedures and policy
- Provide support during internal reviews or external audits while following SOX compliant work habits to prevent vulnerabilities
- Train new hires with hands on learning

Education

Appalachian State University B.S. Recreation Management, May 2010

Department of Health, Leisure, and Exercise Science

Concentration: Commercial Recreation and Tourism Management

Minor: Communication