

SHANNON GIFFORD

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OBJECTIVE

Dynamic and challenging position where my combined service sales, channels, business development, and operational experience, together with strong communication skills, will lead to increased responsibility, greater customer success and cross-functional business knowledge.

SUMMARY OF QUALIFICATIONS

Innovative and detail-oriented self-starter; Maintains positive attitude under pressure; Productive alone or as a team member; Ability to multitask diverse assignments; Strong inter-personal communication skills.

WORK EXPERIENCE

Maintenance Business Team Lead – Public Sector (Tri-State)

Presidio Inc., Kansas City

10/2016 – present

- Manage a team of individuals supporting the Public Sector SMARTnet business inclusive of renewal and new attach business
- Drive and support the services sales and renewals of the Public-Sector customers in Tri-State
- Develop and maintain a pipeline for renewal opportunities
- Develop and maintain a pipeline for new attach for those entities that have monthly/quarterly true ups, working to drive efficiency and timely maintenance attach
- Manage the Coranet relationship as it pertains to the 5 Year Citywide Contract
- Working with Finance and Cisco Capital teams to ensure proper calculation of true ups and true downs throughout the duration of the Citywide Contract
- Collaborate with the Cisco Public Sector services and account management teams to properly forecast services deals new and renewal

Client Service Manager Public Sector

Cisco Systems, Kansas City

5/2015 – 10/2016

- Drive and support the services sales and renewals of the Public-Sector customers in the ten-state region that make up the Northeast SLED Operation to over-achieve the annual goal
- Renewal management, growth, and retention of existing service contracts; increase sales penetration, introduction and adoption of higher touch service solutions
- Collaborate across multiple teams to develop relationships to drive customer success

Business Development/Business Operations Manager

Cisco Systems, Kansas City

2/2011 – 5/2015

- Developed and maintained a pipeline for renewal opportunities and provided reports that show complete customer ESW/UCSS inventory to enable discussions with the Customers & Partners, resulting in on-time renewals, accurate coverage, fewer customer sat issues and maximizing revenue.
- Interlock with America's Collaboration teams; Field Sales, VTG Group (BU), Operations and Convergys to develop a repeatable research & reporting process by taking a holistic view of customers UCSS & ESW inventory in hopes to provide full coverage for the customer, remove administrative cycles from field sellers and to recover lost bookings
- Led and accelerated, the introduction and adoption of the Partner Visibility Report (PVR), a Channel focused software annuity report
- Worked strategically to drive process change within the ACoE CPE Support team through the migration from an externally managed CRM system to the Cisco's standard of utilizing Salesforce.com (SFDC) CRM

Virtual Partner Services Development Manager

Cisco Systems, Kansas City

7/2009 – 2/2011

- Drive & support the sales & renewal efforts of the 2-tier Channel Partners within the Central Region

- Renewal management, performance, and retention of existing service contracts through partners; increase sales penetration
- Field Engagement - Act as liaison between Partners and CS/CMFS/SSR/SAM/CVG communities
- Proactive “push” of CA Content to both the Partners and CSAM team by providing relevant updates to tools, programs, sales coverage

Channel Service Account Manager – SP Channels

Cisco Systems, Kansas City

5/2006 – 7/2009

- Drive and support the sales and renewal efforts of AT&T and Verizon, two of the largest US partners
- Renewal management, performance, and retention of existing service contracts through partners; increase sales penetration
- Collaborated with CSF Reporting Automation group to develop a standardized finance report for renewal identification and analysis
- Field Engagement - Act as liaison between Partners and CS/CMFS/SSR/SAM/CVG communities
- Proactive “push” of CA Content to both the Partners and CSAM team by providing relevant updates to tools, programs, sales coverage
- Support and strengthen third party vendor relationships (ie. Service Source, Convergys) that help to enable Partner success through their support of the renewal process
- Regularly created instructional Partner documents that are posted in the team portal for the rest of the team to utilize with their Partners
- Participate in projects and advisory boards outside the general CSAM responsibility. Projects include: Dunnam CY08 Sales Advisory Board, CSAM Advisory Council for CSCC, Service Sales 2010 Business Transformation
- Assist Director in an operational capacity for the overall team; creating, training, and managing a collaborative workspace (LiveLink & SharePoint) for the SP Channel team, consolidating team metrics for quarterly and annual analysis

Inside Service Account Manager

Cisco Systems, San Jose & Kansas City

10/2000-5/2006

- Manage and drive service renewals in the Georgia and Atlanta Enterprise regions of the Southeast.
- Maintain account team relationships in support of closing both new and renewal sales
- Thorough knowledge of Customer Advocacy support model and system tools. Proficient in the following Cisco specific tools:
 - ◆ IQT, OMF (Opportunity Management & Forecasting), SCC, DocImaging, Order Zone, PARTNER (SAF tool), SALT, Order Status Tool, Product Upgrade Tool, CIBER, SHARP
- Proficient in the following Microsoft applications:
 - ◆ Excel, Word, PowerPoint, Project (intermediate experience with application)
- As Team Lead many projects, such as managing the quarterly renewal scrubs and Tiger Team lists, are driven by me with high-level guidance from the ISM. Attend meetings and quarterly Business Reviews on behalf of the ISM when needed. Mentor new employees, and share best practices with existing ISAM team
- Participate in projects outside of general ISAM role, gaining increased visibility in a cross-functional capacity. Projects include: TSS Redesign ISAM Review, MAC policy meeting, 11i Usability Testing

Service Ops Coordinator

Cisco Systems, San Jose

7/2000-10/2000

- Work with disputes submitted through ARCO by the account receivable collectors.
- Use available resources (i.e. Market Place orders, customer’s PO, directly contacting the buyer) to verify and correct customer disputes
- Corrections may include:
 - ◆ Requesting credit for service the customer did not order
 - ◆ Rebooking the customer order for the correct quantity, dating, and/or pricing
 - ◆ Sending a resolution letter explaining that the existing charges are correct

- Monitoring the MDART team alias for credit requests that are submitted by the SSR team, and resolving them through the PARTNER tool

11/1999-6/2000

CSM Datateam Representative

Cisco Systems, San Jose

Southeast and Federal SSR team

- Maintenance of current customer contracts in CSM96 including the movement of equipment within contracts, the verification of equipment coverage, the auto-invoicing of purchase orders for SSRs, and the creation of renewal quotes to enable the rapid and correct handling of customer service calls. Personal efforts have produced a reduction in turn-around time from previous support levels
- Updating ERP by creating new customer billing and shipping information, and correcting booking errors from auto-invoicing, resulting in accurate data base entries
- Creating and formatting of Excel spreadsheets for contract summaries, renewal quotes, and verification of equipment coverage to facilitate customer understanding of contract content

United States SSR team

- Responsible for rebilling of auto-invoices that exceed \$250,000 through the credit/rebill process to provide accurate forecasting for the SSRs

SCC Serial Number Status Tool development

- Developed business specifications for a web-based tool to expedite verification of serial number coverage. Tool creation still in progress with the Service Sales Automation team

EDUCATION

Bachelor of Science in Business with concentration in Business Administration*

University of Phoenix - San Jose, CA and Online Campus

(*In process. Fall/Winter 2017.)

ADDITIONAL SKILLS

- Proficient in Microsoft Windows.
 - ◆ Specifically: Excel, Word, Outlook and PowerPoint
- Experienced with both MacBook and PC desktop operation systems.
- Salesforce.com experience in both the sales forecasting and CRM interfaces.
- Strong communication skills both in person and over the phone.