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| Tamara Blume 345 Seneca Ct Appleton, WI 54911 (920) 268-6315 rockyjo20@yahoo.com |

April 18, 2016

LaSalle Solutions

Dear Sir/Ma'am:

I recently found out through an employee, Patty Vollbrecht, that you may have an open position for a SMARTnet Renewal Representative. I do have a Bachelors degree, strong Microsoft Excel skills, time management skills, the ability to work independently, pay strong attention to detail and ability to prioritize along with my professional experience would make me a great candidate for a position at LaSalle.

As you will see from the enclosed resume, I have 10 years of experience in the field of Cisco SMARTnet quoting/renewals/support. I have made long lasting relationships with various representatives from Cisco during my tenure in this field. I am a team player and ready to get to work for LaSalle.

If you have questions, or if you want to schedule an interview, please contact me at 920-268-6315. I look forward to meeting you to further discuss employment opportunities with LaSalle.

Sincerely,

Tamara Blume

345 Seneca Ct, Appleton, WI 54911 • Phone: (920) 268-6315 • Email: rockyjo20@yahoo.com

Tamara J. Blume

Objective Cisco SMARTnet Specialist with 10 years experience. Focused and driven communicator exhibiting excellent time management skills. Able to drive success through sound organizational practices to grow accomplished successful outcomes.

Professional Experience

2011- 2016 Presidio New York, NY Cisco Attach Rate Manager - Working Remotely • Order SMARTnet via CSCC for new equipment orders with SMARTnet • Manage Pending List of orders waiting to be processed. • Work with ISR's and AM's to resolve any issues prior to ordering SMARTnet. • Maintain an 80% or higher Attach Rate with Cisco, current rate is 88.8%. • Maintain good attendance, turnaround times, and rapport with the team. 2011 CDW Appleton, WI Cisco SMARTnet Specialist • Respond in a timely manner to emails requesting assistance from AM’s • Assist Account Managers quoting SMARTnet Renewals • Answer calls from colleagues and schedule conference calls with customers • Maintain good attendance, SLA times, and rapport with the team

2005 - 2011 Cisco Systems/Convergys Appleton, WI

Channel Renewal Sales Manager (CRSM) • Assist partners with quoting adjustments requested via email and/or phone. • Respond in a timely manner and maintain good SLA times and rapport with partners. • Maintain a good bingo survey score and attendance • Handle confidential pricing for multiple distributors in bidding process

Education 2001 - 2010 University of Wisconsin - Oshkosh Oshkosh, WI

Bachelors in Liberal Studies Organizational Administration Major

• Graduate May 2010, Magna Cum Laude

Licenses • National Board of Pharmacy Technicians, Certified 1996-2012

Board Member 2013 - Present Grand Chute, WI Oneida Park Association • Responsible for publishing the yearly newsletter.

Computer Skills • Cisco Service Contract Center (CSCC), Cisco Commerce Workspace (CCW), Microsoft Word, Excel, Power Point

References available upon request.