**Shirley Mason**

**Raleigh, NC 27614**

**(919) 247-4075**

[**smason0120@ymail.com**](mailto:smason0120@ymail.com)

**List of Competencies**

* Manage projects and conduct research
* Aggressively meet deadlines for projects/deal bookings
* Familiar with Webex/Smartsheet
* Host meetings
* Manage calendars
* Familiar with Vlook-ups/Pivot Tables
* Experience working with upper management
* Ability to work independently
* Proactive with problem solving
* Good use of discretion, good judgment, & organizational skills
* Creation of spreadsheets and quotes
* Manage databases
* Create presentations & reports
* Excellent Customer Service
* Processing Purchase Orders
* Proficient in typing, punctuation, grammar, and effective oral communication
* Proficient in Microsoft Office (Word, Excel, PowerPoint, Access, & Outlook)

**Professional Experience**

**Cisco Systems – Deal Manager (Deal Management Office)**

**Morrisville, NC**

**February 2014 – Present**

* Responsible for Global Enterprise regional or account order management deals greater than $1M
* Acts as primary contact for customer/partner field escalations.
* Involved in customer related services projects and service renewals from begin to end
* Direct contact with employees, customers, partners, and mid to senior level management.
* Frequently participates in cross-functional projects.
* Performs transactional work on quotes (i.e. applying deal ids, quote creation, adjusting dates, etc)
* Identify and drive process improvements.
* May train external partners in Cisco’s web-based applications.

**Cisco Systems – Team Lead for Commercial Segment (Contractor)**

**Morrisville, NC**

**July 2013– February 2014**

* Help with training and development of new hires for the Commercial Segment
* Oversee deals and supervise the day-to-day operations of the team
* Host weekly team meetings to discuss deal bookings and/or timelines
* Distribution of new deals twice a week
* Monitor our Sharepoint and ADT sites to ensure deal updates are current and accurate
* Help other members of the team set goals that move the entire team forward
* Assist the team with meeting weekly, monthly, quarterly or yearly goals
* Handles any escalations of deals to ensure the request gets expedited
* Performs transactional work on quotes (i.e. applying deal ids, quote creation, adjusting dates, etc)

**Cisco Systems – Deals Support Specialist for Commercial Segment (Contractor)**

**Morrisville, NC**

**October 2012 – July 2013**

* Support Client Service Managers while ensuring their deals are completed in a timely manner.
* Assist with scrubbing data, opening cases, building templates for quoting, applying deal ids, and discounts to quotes for services.
* Host monthly calls to discuss forecasts for month end and quarter end deals.
* Ensures deals are updated weekly on teams ADT and sharepoint sites
* Provide quality assurance by cross checking quote edits before and after changes. Used Microsoft Excel for verifying information (i.e. vlookups and pivot tables).
* Familiar and knowledgeable with a variety of Cisco Internal tools.

**Lenovo – Associate Project Manager (Contractor)**

**Morrisville, NC**

**December 2010 – September 2012**

* Managed projects for asset recovery services (US & Global), presales opportunities, and imaging projects in execution.
* Worked closely with a variety of stakeholders such as the sales team, PMO Mgr, engineers, and ITC management to ensure the start and completion of projects were executed.
* Hosted a variety of meetings from customer kick off to weekly status meetings. Took meeting minutes/action items
* Communicated project information to stakeholders, design templates, create presentations, review and edit project deliverables and maintain the project information repository.
* Participated in the onboarding process with new employees (i.e. getting laptops assigned, id badges, telephone set up, and training info).
* Help resolve project conflicts, identify resource requirements and align the project team on project scope. Observe existing project management practices and propose improvements for process efficiency.

**Wells Fargo – Purchasing Agent (Contractor)**

**Greenville, NC**

**June 2010 – December 2010**

* Coordinates all paperwork and quotes for purchase of any hardware or software needed for the company, which includes, computers, laptops, printers, software, etc.
* Prepares purchase orders, expedite delivery of goods to users, and arrange for transportation and/or storage of purchased products.
* Notifies System Administrator assigned to the order of its arrival and location for installation.
* Maintains manual and computerized procurement records (MS Excel), such as description of items or services purchased, costs, delivery date, client’s name, vendor information, etc.
* Updates files daily of procurement activity on MS Excel.
* Managed hardware budget of 1.6 million and software budget of 400K for all of Wells Fargo.

**Government & Heritage Library of North Carolina – Processing Assistant III**

**Raleigh, NC**

**March 2006 – June 2010**

* Provided administrative support to Library Services Section, which included six departments and working directly under the Chief of Library Services.
* Accurately sort and distribute incoming mail and coordinate outgoing mail for delivery to Mail Service Center.
* Assisted with new hires from sorting through applications, to designing and preparing new hire employee packets, which contained information on benefits and the department.
* Reserved and checked out equipment for the Digital Lab, which included any laptop, projector/screen, & digital camera needed for State Employees.
* Also was responsible for inputting all new employee information into a spreadsheet each department needed for all employees.
* Maintained/ordered inventory of office supplies needed by staff.
* Performed data entry and verification of expenditures in LSS budget files, and reconciled LSS files against budget printout monthly by Budget Office, and other duties as assigned.

**Education**

**Campbell University**: Attended July 2007 – September 2010

**Farmville Central High School:** August 1996 – June 2000

Farmville, NC

High School Diploma

**Specialized Training**

* Cisco Services Contract Center (CSCC)
* CCW
* Deal checkpoint
* Salesforce
* ConnectDots
* Smartsheet
* Cisco Manufacturing Report Center
* Proactive Business Monitoring (PBM)
* My Cisco Workspace
* PEGA
* Learning Development

**Certificates**

Lean Six Sigma – Yellow Belt Certification

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