Ronald M. Klett

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**Areas of Expertise**

* Excels in meeting needs of Cisco service field sales teams and customers
* In-depth experience with the Cisco service sales process and tools
* Successful multi-tasking/organizational skills
* Problem solver with the ability to manage complex new service opportunities and renewals
* Motivated cross functional worker
* Seasoned veteran in owning the service sales relationship with distribution

**Experience**

***Convergys Corporation***  **August 2014 to Present**

***Cisco CPE/CPS services quoting team***

* Responsible for assisting partner and internal requests in creating or editing Cisco services quotes using CSCC
* Develop and maintain partner relationships at all levels with a focus on generating timely attaching service opportunities
* Align relationships between distribution and the partner to drive revenue
* Provide subject matter expertise in quoting for Commercial, Federal, Service Provider and public sector services business
* Facilitate and monitor the creation of quotes up to 50,000 line items

*Key Accomplishments*

* Promoted to Click to Chat team due to quick error resolutions

***Services Account Manager*** **October 2010 to August 2014**

* Managed accounts for Cisco Services renewals up to 500k in revenue
* Teamed with Cisco service client managers for renewals up to 1M
* Responsible for individual revenue goals; forecasting revenue on a weekly, monthly, quarterly schedule
* Facilitated mutually beneficial relationships with a diverse group of internal and external personnel including Cisco distributors and partners
* Managed all areas of pre and post sales with customers, distributors, partners, and Cisco services renewals of 100k or less
* Assisted Cisco client service managers in all areas of pre and post sales with customers, distributors, partners, and Cisco services renewals of greater than 100k
* Articulated the needs of customers in regard to manage, co-term, clean up service contracts to Cisco

*Key Accomplishments*

* FY14 Sales Achiever finishing at 108% on a 35.8M goal, across 1 region, 2 states
* FY13 Sales Achiever finishing at 109% on a 32.7M goal, across 1 region, 2 states
* FY12 Sales Achiever finishing at 111% on a 30.4M goal, across 1 region, 2 states

***Associate Services Account Manager*** **August 2007 to October 2010**

* Managed accounts from for Cisco services renewals 25-50k
* Responsible for individual revenue goals; forecasting revenue on a weekly, monthly, quarterly schedule
* Supported Commercial accounts including Public sector and service provider accounts

*Key Accomplishments*

* + Sales Achiever in FY’09 and FY’11
  + Promoted to Services Account Manager

***Cisco Quality evaluator and analyst* December 2002 – August 2007**

* + Responsible for listening to and scoring calls for the purpose of providing coaching to account managers to help them improve the overall revenue for Cisco
  + Provided weekly, monthly, quarterly and yearly reports to management of Convergys and Cisco representatives during business reviews

*Key Accomplishments*

Identified key areas to help account managers overcome objections

Re-wrote quality guide and scoring system to make it more helpful to identify key work-ons for the sales team (service levels, Muli-year opportunities, co-terming contracts)

**Community Giving Back**

**Oshkosh Youth Hockey Association October 2010 to March 2016**

*Volunteer*

* Secretary for the Youth Hockey board
* Assist in raising funds within the community in the hope of bringing in more interested players
* Worked with Team Managers to set up games, hotel accomodations for tournaments and visiting organizations

*Key Accomplishments*

* Led all state hockey associations with “Try Hockey for Free” participation
* Re-wrote the association handbook to make things more clear for parents

**Oshkosh Youth Baseball Coach May 2008 to July 2010**

*Volunteer Coach*

* Instructed youth athletes from the ages of 8 to 10 in the basics of baseball- hitting, fielding, etc
* Encouraged youth athletes to play as a team and encourage and help one another

**Professional Development**

* David Sandler Sales Training

Offsite company paid training program

* Stephen Covey 7 Habits

Classroom training based on the book by Stephen Covey “7 Habits of Highly Effective People”

Habit 1 – Be Proactive

Habit 2 - Begin with the End in Mind

Habit 3 – Put First Things First

What is important and what is urgent

Habit 4 – Think Win-Win

Habit 5 – Seek first to understand then be understood

Habit 6 – Synergize

Habit 7 – Sharpen the Saw

Balance and renew your resources

**Education**

**Columbia College: Chicago, IL September 1989 - May 1992**

**Bachelor of Arts in Communication**

**References Available Upon Request**