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|  | Jeffrey M. Grimes Jr  3212 Lockport-Olcott Road, Newfane, NY, 14108− 716-803-3163 – emt16jr@yahoo.com |
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| Objective | To obtain a position which will allow me to use both my experience and abilities to add value to an organization and bring personal fulfillment to my life goals |
| Experience | Channel Account Specialist I- Cisco Order Management Team (Public Sector)  Ingram Micro, Williamsville, NY  November 2015 –Present   * Sole Ingram Micro Cisco contact for several major resellers, requiring an immensely broad Cisco knowledge base to explain the always developing Cisco technology, partner programs, certifications, training offerings, configurations, ordering process, promotions, and solutions * Team Lead and escalation point for all Buffalo and Manilla- based Support Representatives handling Cisco quotes and orders for Public Sector accounts, requiring close collaboration with the team, management, and Cisco Strategic relationship/partnership building skills- listen attentively to solve problems and use tact and diplomacy to find common ground to achieve a win-win outcome. * Handle customer inquiries and complaints. Speak with angry customers to repair trust, and locate resources for problem resolution and design the best option to come up with a solution. * Strategically generate leads, partially based on promotional opportunities, to assist resellers in closing deals, thereby achieving profitable sales and market share in an effort to meet and or exceed growth objectives |
|  | Market Development Specialist- Cisco Services  Ingram Micro, Williamsville, NY  January 2014 – November 2015   * Executing sales strategy to proactively drive Cisco Smart Service Opportunities. * Subject matter expert on Cisco products, tools, processes, and promotions * Communicate internal and external associates and customers on SMARTnet Services * Develop and maintain relationships with top 100 accounts in the GovED territory * Utilizes Ingram Micro and Cisco tools (familiar with IMpulse, IMTellitrak, Excel, PowerPoint, CSCC, CCW) to deliver prompt quoting and maintain SLA. * Create Smartnet quotes using Cisco's CSCC tool. |
|  | Transportation Security Officer  Department of Homeland Security , Buffalo, NY  August 2012 – January 2014   * To protect the nation’s transportation systems to ensure freedom of movement for people and commerce. |
|  | Laborer  Johnson Electric, Appleton, NY  August 2011 – August 2012   * Install services to newly built homes. * Replace and repair faulty wire, plugs, switches, light fixtures, ect. * Wire newly built homes. |
| Education | Business Administration  Niagara County Community College, Sanborn, NY  December 2010   * Associates in Applied Science in Business Administration |
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| References | References are available on request. |