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OBJECTIVE

Employment to utilize my Cisco customer service and sales skillsets to their full potential in a challenging goal driven environment.

QUALIFICATIONS

12 years of managerial experience. 25+ years of sales and service experience driving sales, up-selling products and realizing challenging sales goals.

EDUCATION

1987-1989 Associate Degree of Liberal Arts, University of Cincinnati.

1990-1993 Bachelor Degree in Fine Arts and Illustration, University of Wisconsin, Oshkosh

EMPLOYMENT

01/2015-Date. Inside Account Manager, School Specialty Inc.

I am responsible for contacting customer accounts for promoting products and services while driving sales in the competitive educational equipment and supply industry. Responsibilities include reaching appropriate customer contacts and build support and sales relationships, expanding the areas of sales and services for established accounts to maximize customer’s available budget, and creating competitive quotes that win sales over competition at maximum annual margin.

07/2013-01/2015. Sales agent, West Business Solutions

Responsible for driving sales in a Business to Business financial solutions sales role. I promote business purchasing tools and expanded existing customers spending and reward options. End goal is to expand business relationships between client and customer to maximum potential.

11/2001-10/2012 Sales agent, Convergys for Cisco

I was responsible for assisting Cisco Resellers and customers in the renewal of Cisco service maintenance contracts for their Cisco equipment. I promoted co-terming of existing contracts and upgrading service levels with customers. Sales experience included Commercial, Enterprise, Federal, and State/local government sales. I achieved three Top Performer awards for outstanding sales achievements. This included two years of team management where I was responsible for 12 Partner Support specialists in assisting Cisco partners with all service quoting.

Additional work history available upon request.