Ronald M Klett 920-203-1071

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| Professional Profile | |
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| * Microsoft Office (word, excel, powerpoint) * David Sandler Sales Training * Stephen Covey 7 Habits | * Verbal, Written and Listening * Teamwork and Individual driven * Negotiation * Organizational Skills * Work Under Pressure/Deadlines * Motivated |
| Professional Experience | |
| Convergys Corporation, Appleton Wi  July, 2000 - Present  Cisco Virtual Services Organization(VSO) Account Manager  Achievements:   * 105% SMARTnet sales attainment for FY 2014 * 103% SMARTnet sales attainment for FY 2013   Responsibilities:   * Contact B2B customers daily offering technology business solutions * Reach out to Cisco resellers and offer assistance (quoting, multi –year strategy, etc) * Obtain forecasting of all accounts at 75% accuracy * Account base of 50/75 customers per quarter $50k and below | |
| Training and Quality Analyst – Cisco/Convergys  Achievements:   * Developed and implemented new call quality guidelines   Responsibilities:   * Listen to and evaluate customer/reseller calls for Cisco * Analysis of data (weekly, quarterly and yearly) * Check emails to customers/resellers for basic grammer | |
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| Education | |
| Columbia College Chicago, Chicago, Il  Bachelor’s Degree/Communication  Sept, 1989 - May, 1993  3.65/4.0 GPA | |
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