**sean w. McGuire**

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**Work Experience**

**Thomson Reuters** Eagan, MN

*Peer Monitor Implementation Consultant, November 2015-Present*

* Review the client’s organization of its business/financial data by understanding how practice groups, general ledger

accounts and timekeeper titles are used by the client. Review these against Peer Monitor mapping guidelines.

* Apply information provided by the client to execute accurate mapping of firm’s data to Peer Monitor standards.
* Conducts phone interviews with clients to educate and obtain information
* Review Peer Monitor data with clients and ensure that the data we show correctly reflects the client firm’s operations.
* Participate in development and production of new product offerings to clients.
* Set up user customization and security levels consistent with firm objectives and provide initial training and product

support to client financial/accounting personnel and end-users.

* Software enhancement and problem resolution – Leverage understanding of the Peer Monitor software to describe/document software enhancements and issue. Support the Sr. Software Engineer as needed to assist in

resolution of the problem or development of the enhancement.

* Provide ongoing support and training to client personnel, as required.
* Prepare and update documentation on guidelines and procedures as needed.
* Complete software installation with client personnel.

**Thomson Reuters** Eagan, MN

*FindLaw Solutions Account Manager, October 2013-November 2015*

* Responsible for leading all aspects of customers inquiries from start to finish
* Proactively identifies problem areas, trends and opportunities and recommend plan of action to client
* Conducts phone interviews with clients to educate and obtain information
* Ensures client understanding of all aspects of FindLaw product lines through trainings
* Provides data/analytics and insight to recommend a plan of action for problem situations
* Analyzes and dissects data to explain website metrics and ensure customers understand what the information means

to them

* Provides timely and proactive status updates to clients for all projects
* Establishes strong working relationships with clients, consultants and internal customers
* Acts as a primary internal point of contact for all escalated situations
* Works with Designers, Project Managers, content writers, Digital Marketers to support products and clients

**Thomson Reuters** Eagan, MN

*Print Subscription Retention – Contracts Team, February 2012-October 2013*

* Maintained and grew revenue with Thomson Reuters Clients by adapting to their needs; generated revenue by up-selling, negotiating, and cross-selling to existing customer base
* Made warm and cold calls to decision makers and other influencers to retain year after year revenue by

locking up existing print in multi-year contracts

* Worked closely with customers through entire sales process to make the experience as effortless as possible

and to ensure they understand the product, the benefits, and how this will help how they run their business

* Worked closely with internal and external sales representatives to retain revenue, drive sales, and ensure customer satisfaction
* Managed and created a pipeline to remain on task and keep sales on task

**Thomson Reuters** Eagan, MN

*Outbound Sales Associate – Quinlan Publishing, July 2011-February 2012*

* Established relationships with past and future customers to promote repeat business
* Worked closely with customers to determine customer needs and expectations with Thomson

**Qualifications**

|  |  |
| --- | --- |
| * Capable of learning new material quickly * Highly competitive and goal-oriented | * Dedicated and independently motivated * Highly analytical |
| * Superb time management skills | * Excellent communication skills |
| * Ability to work independently and as part of a team | * Experienced in Excel, Salesforce, Sam/Co-Portal |
| * Ability to train and convey information to clients * High functionality with SQL and Database functionality | * Detail-oriented with strong organizational skills |

**Education**

**University of Wisconsin - Madison** Madison, WI

September 2002 – May 2007

Bachelor of Science Degree

Major: Horticulture Production

**References**

References Available Upon Request