

Summary

An accomplished sales professional with extensive experience in business, technical, training, marketing, project management, and the arts.

Skills

Sales/ Marketing/Training

- Achieve revenue targets, provide accurate forecasts, and assess needs directly with customers on their purchases.
- Main point-of-contact for sales organization & customers regarding services and Contract Renewals.
- Consult with customers to design "best practice" solutions and strategies for their needs.
- Initiate and lead in joint meetings and conference calls with account teams and customers.
- Develop, manage, and follow-up quote process for programs.
- Maintain a sales pipeline of more than \$25 million, and identify opportunities in collaboration with all account teams.
- Drive teams and customers with contract completion.
- Provide detailed and accurate quotes to customers and sales teams.
- Ensure that customer accounts are set up properly.
- Lead account teams for completion of RFPs and RFQs.
- Create communications (newsletters and announcements).
- Mentor and team leader for new and existing employees.
- Consistently demonstrates activities to uncover new business and take ownership for new opportunities.
- Strong presentation and communication skills and solid customer negotiation skills.
- Marketing liaison that crates collateral for working directly with press and advertisers.
- Train employees in person and remote for the United States, Europe and Asia Pacific.
- Coordinate and manage numerous public events & shows.

Management

- Lead Technical Account Manager on Custom Mission Critical accounts.
- Provide and monitor communication to customers on escalation status.
- Partner with development organizations, account execs, VPs & customers to expedite and resolve issues & concerns.
- Create, plan, and interpret various reports to drive superior performance.
- Owned and operated an e-business for special technical, web and multimedia consulting projects.
- Manage client acquisition, client relations, advertising and sales.
- Recruit, train, develop and manage employees.
- Create and oversee high volume worldwide technical call centers that process, assign and answer technical issues.
- Utilized project management expertise in global corporate-wide strategies by creating a Service Operations Guide.
- Evaluate, select, and implement leading-edge technologies to improve the effectiveness of teams.
- Manage large high-value physical inventories.
- Oversee and perform accounting and invoicing.
- Create, manage, and record legal documentation and contracts.
- Member of groups focused on concerns of employees and planned issue resolution strategies.

Technical

- SAN and storage expertise in a Custom Mission Critical Environment.
- Hands-on expertise in online Enterprise storage arrays, including Hewlett Packard XP, EVA and 3Par.
- Nearline expertise in Hewlett Packard ESL tape libraries, D2D solutions and Virtual Library Systems.
- Extensive experience in embedded OS technologies, including VxWorks and Linux.

- Design and publish websites. Web design tool experience includes html, Dreamweaver, PHP, and CSS.
- Development technologies include Javascript, Python, SQL, Perl, C, C++ and Java.
- Operating System platforms include UNIX, Linux, Apple Macintosh OSX, and Microsoft Windows.
- Handled all facets of IT, including Microsoft Exchange Servers and Linux Web Servers.
- Overhaul and manage point of sale (RPOS) client/database management.
- Oversee new IT infrastructure during company moves.

Experience

Inside Account Manager

2016-2017

Hewlett Packard

Rio Rancho, NM

Inside Sales Rep US PPS Services & Sales Specialist

2013-2016

Hewlett Packard

Rio Rancho, NM

Custom Mission Critical Technical Account Manager – Enterprise Storage

2009-2013

Hewlett Packard

Rio Rancho, NM

Founder

Hypermean

1998-2009

Santa Fe, NM

Registrar/Technical Specialist/Marketing

LewAllen Contemporary

2005-2007

Santa Fe, NM

Technical/Business Project Manager/Assistant Director

La Puerta Originals

2004-2005

Santa Fe, NM

Global Reporting Tools Manager

PeopleSoft/Oracle

2002-2003

Pleasanton, CA

Corporate Service Operations Manager

Wind River Systems

1995-2002

Alameda, CA

Education & Certifications

Bachelor of Science, Telecommunications

University of Oregon

Bachelor of Science, Political Science

University of Oregon

Project Management/Grant Writing

University of New Mexico

ISO 9000 / ITIL v3 Certifications

International Organization of Standardization

Post Undergraduate Film Studies Internship

University of Southern California

Project & Leadership Management

University of California Berkeley Extension

Management & Leadership Training

American Management Association

Project Management Certifications

The Daniels Group/Dossett & Dossett/UNM

Past Participating Member

Consortium for Service Innovation

Cinema Review Contracting

LucasFilm/THX Division

Vice President

Foundation for Monte Del Sol Charter School

Bicycle Transportation Advisory Committee

City of Milpitas, CA