

SUMMARY OF SKILLS AND QUALIFICATIONS

Skilled and dedicated Business Manager, with proficiencies in capacity-planning, organizational-alignment, and technical-paradigms:

- ❖ Experienced with customer relationship management and retention.
- ❖ Experienced with serving as a single point of contact for multiple projects.
- ❖ Experienced with writing and delivering documentation, outlines, and presentations related to business development and strategic initiatives.
- ❖ Established capabilities to provide comprehensive support by understanding goals, objectives, and service delivery.
- ❖ Experienced with financial models for the purpose of analysis and reporting.
- ❖ Proficient in coordinating interactions between clients and the proper support.
- ❖ Proven abilities to communicate with all levels of an organization while adhering to teamwork and project-oriented environments.
- ❖ Skilled communicator, with proven abilities to effectively communicate interpersonally and electronically.
- ❖ Adept at communicating with respect to contractual agreements related to various service level agreements, statements of work, and change orders.
- ❖ Adept at creating, improving, and recommending detailed administrative, operational, and procedural processes that reduce redundancy, improve precision and efficiency, and attain organizational objectives.
- ❖ Proficient in Microsoft Windows, IT infrastructure, PaaS, HaaS, SaaS, Datacenter Optimization, Datacenter Migrations, HTML, and much more.

WORK EXPERIENCE

TRIMBLE — MINNETONKA, MINNESOTA

02/2018 to Present

Account Services Administrator

Providing support to dozens of customers through account management, project management, and data analysis in order to exceed customer expectations by:

- Processing client data to ensure accuracy and attention to detail.
- Providing efforts to support, grow and maintain accounts.
- Maintaining and growing customer relationships.
- Researching and resolving customer issues.
- Organizing, inputting and maintaining client information through data analysis.
- Recommending and implementing business improvements that increase efficiency, accuracy, and customer service.

CDW – Brooklyn Park, Minnesota

09/2011 to 05/2017

Service Account Manager

Providing support to dozens of customers through account management, project management, and situation management that exceed customer expectations by:

- Managing relationships with multiple large customers by providing support for customers, engineers, and managers — this ensured customer satisfaction, accurate invoicing, and forecasts based on organizational objectives.
- Adhering to requests based on situation management, account management, project management, problem management, change management, and prioritization to meet service level objectives, agreements, statements of work, purchase orders and more.
- Monitoring requests and coordinating proper resources.
- Reporting on and delivering business reviews with customers on a monthly and quarterly basis to ensure proper capacity planning and continuous service improvement.
- Auditing financial information pertaining to various customer services to ensure accuracy and eventual automation.
- Enacting process improvements throughout the organization with respect to efficacy and efficiency.
- Solving complex business problems for both customers and internal business segments.

CDW – Brooklyn Park, Minnesota

05/2007 to 09/2011

Operations Technician

Providing support to the datacenter team to ensure smooth operations, customer satisfaction, and the attainment of organizational objectives by:

- Providing support for customers, engineers, and managers to ensure high-quality technological support.
- Training new employees with respect to Standard Operating Procedures as well as with respect to experienced-based idiosyncrasies.
- Overseeing the successful implementation and operation of numerous customer projects as well as numerous in-house projects.
- Analyzing and gathering cabling and staffing requirements for numerous projects.
- Taking ownership of requests and overseeing them from start to finish by working with various individuals and communication channels.
- Troubleshooting and installing network devices.
- Ensuring the proper function of the datacenter infrastructure.
- Minding Statements of Work and Service Level Agreements to ensure proper support.
- Providing records management services to ensure operational efficiencies.

EDUCATION

- ❖ Graduated with a Master's degree in Business Administration from Saint Cloud State University; with a cumulative GPA of 3.5.
- ❖ Graduated with a Bachelor of Science degree in Business Administration—with a minor in Economics—from Metropolitan State University; with a cumulative GPA of 3.7.
- ❖ Obtained the ITIL v3 Foundations Certificate.