

Brent Ballard

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EXPERIENCE

Hach Company, (Loveland - Remote) — Service Renewal Contract Admin

January 2017 - February 2022

- Work with a variety of teams internally and externally to create large dollar service contracts
- Work directly with customers and sales managers to create and revise quotes
- Help negotiate, red line, and process legal agreements
- Help with onboarding and training
- Deal with a large volume of phone calls and emails on a daily basis

Madwire/Marketing 360

February 2016 - Project Manager

- Work with marketing executive and client to create a new website or redesign existing client website
- Delegate tasks to other departments, including client revisions and feedback on the current status of projects
- Upsell other Madwire services to existing clients (Logo Creation, revised copy, etc.)

Wells Fargo

November 2013 - April 2015

- Delegate tasks to teller team
- Keep people organized and money accounted
- Help schedule teller teams day
- Track tellers performance and customer interactions
- Maintain a high level of quality customer service

PROJECTS

Standard Procedure Overhaul —
Researched, tested, and implemented changes to the Service Renewal team standard operating procedures surrounding customer outreach and internal tracking.

Hach Connect Intranet - Subsite Creator -
Used feedback from my leaders to develop the intranet subsite for the Hach Commercial Service team.

Walk for Water - Head of Logistics for the
2019 and 2020 Walk for Water Loveland Chapter.

SKILLS

Strong and clear communication

Time Management

Multi-tasking

Deescalating confrontational situations
15+ years working in customer-facing roles

EDUCATION

Healing Arts Institute, Fort Collins
—Medical Massage Therapist Certification

Graduated 2010

Human Anatomy
Business Practices

Thomspen Valley High School, Loveland

Graduated 2007

PERSONAL REFERENCES

Anthony Cubba
theanthonycubba@gmail.com
(720)-840-5247

Steven Skorupa
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(970) 672-6731

HACH REFERENCES

Katy Guthrie
kguthrie@hach.com
Damon Talabock
damon.talabock@hach.com

AWARDS

Hach - Shark Award - Awarded for exceeding 100% annual sales quota

Hach - Service Recognition Award

COMMENDATIONS

Kathleen Dyekman - Mgr. Service Contract Renewals

"Brent has graciously taken on several projects outside of his normal sales job and has really excelled. He was a key contributor to Hach Connect, AND he has taken on creating dashboards, revamping our touch-point process, rolling out Lightning to the team, upgrading the cloud connector for better use, helping his teammates with calls ... all while handling his own territory. Brent thank YOU for all the amazing extra effort you have put into our team! We will benefit greatly with the improvements you have incorporated!"

Katy Guthrie - Global Product Mgr.

"Brent did an outstanding job leading the development of the new intranet site for the Commercial Service Team. By applying his technical and creative skills and gaining buy-in from stakeholders throughout the project, he was able to assure that the site meets the needs of our associates and supports them in performing their jobs effectively and efficiently. He prioritized this work along with his other core job responsibilities to get the project done on time and with high quality."