

Harris Collins

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Rackspace Hosting, Inc.

November 2002 - August 2013

Customer Reference Program Manager 2012 – 2013

- Successfully integrated and launched Customer Reference Database - Boulder Logic - to Enterprise Sales Division.
- Organized, maintained and drove participation in overall Reference Program via grassroots promotion.
- Daily interaction with business unit department heads for effective and successful database implementation.
- Educated sales, marketing, channel partners and customers of all seniority levels on Customer Reference Program.
- Vetted all customer reference members.
- Formalized Reference Program processes, reference attainment targets and grew existing reference participants by 48% within Q3 timeframe.
- Generated pipeline of Customer Reference Participants to participate in press releases, video testimonials, and stories.rackspace.com
- Rolled out spiffs to both Enterprise and SMB business units for future reference attainment targets

Cloud Account Manager/Customer service representative 2010 – 2012

- Daily interaction with customers ranging from 'code red' issues to day-to-day customer business needs and requests.
- Identified customers over utilizing resources to better place within cloud, managed or hybrid solutions.
- Worked with all sales departments to streamline on-boarding processes for new customers or those transitioning from a different division of Rackspace to cloud and vice versa.

Channel Sales 2008 – 2010

- Responsible for all sales and business development functions, management, customer relationship development, contract negotiations, and order fulfillment.
- Generated new business relationships in Chicago and surrounding territory to achieve monthly and quarterly revenue goals.
- Established strong relationships with partners and worked with decision makers of all levels (C-Level, President, Vice President and Director) and legal departments with Fortune 100 companies for participation in channel partnership to final closing stages of business opportunities.

Business Development Consultant 2004 – 2008

- Responsible for all sales and business development functions, including new product rollouts, key account management, customer relationship development, contract negotiations, and order fulfillment.
- Continued education in the technology markets by participating in cross-training of multiple segments.
- Booking of business including over 200 Tier 1 accounts ranging from internet start-ups to multi-billion dollar companies focusing on growth and development.
- Met or exceeded quotas in annualized sales (MRR) and earning multiple company awards in recognition of performance. Consistently developed strong, sustainable relationships with VAR partners and executive decision makers of client companies.
- Voted most Fanatical in SMB business segment by team

New Sales Acquisition Rep. 2002 - 2004

- Exceeded sales goals and consistently achieved above 100% over first 12 months. Acquired new business through phone leads, achieved monthly attainment and RackStar sales awards.