



## Account Representative/Inside Sales – CISCO Service Representative

Award winning ThunderCat Technology is a Service-Disabled Veteran-Owned Small Business (SDVOSB) that delivers technology services and solutions to government organizations, educational institutions, and commercial companies. Specifically, ThunderCat is a systems integrator that brings an innovative approach to solving customer problems in and around the datacenter by providing strategies for Data Storage, Networking, Cyber Security, and cloud transformations. ThunderCat Technology represents, distributes, integrates, and provides technologies from best of breed manufacturers. Clients include DOD, HHS, DHS, VA, Treasury, FBI, State of Virginia, and Avery Dennison. <http://www.thundercattech.com>.

The Account Representative/Inside Sales provides inside sales support to senior management and Sales Managers. This includes responding to RFQs and RFPs as well as processing purchase orders. This involves following proper processes with a clear focus on serving our clients' needs and supporting their mission. Assist where needed on large proposal efforts and special programs. For this job, attention to detail is a must.

### Primary Responsibilities:

- Monitor and maintain ThunderCat Cisco quarterly attach rate and renewal rate for all Cisco Services
- Monitor and track Cisco CSPP services rebate program
  - Would involve not only working to maintain and track the rebates but also help grow the rebates by adding net new services opportunities
- Proactively work with ThunderCat reps on existing renewal opportunities by working with Tech Data to gather the renewal data and assist the ThunderCat sales teams on quoting the Cisco services
  - Requires a solid understanding of CCW-R
- Work with TechData and Cisco Services Sales reps to establish ThunderCat as a services focused partner for the purpose of obtaining new service contracts where we are not the incumbent
- Gain knowledge and understanding of the Cisco LCA and CX programs to grow our rebates around software adoption and annuity business
  - This will also entail working with Cisco sales teams and ThunderCat sales teams on educating the customers on Cisco SW adoption programs
- Understand the ThunderCat quoting tools and processes to be an overflow support system for operations around quoting of Cisco HW solutions as well
- Be an example for all in terms of ethics and compliance. Conduct yourself in a manner that is consistent with the Company's Code of Business Ethics and Conduct.
- Conduct all sales operations in a manner that is consistent with the Company's Code of Business Ethics and Conduct.
- Create quotes and respond to customer requests including obtaining pricing from partners.
- Participate in a success-oriented, ethical, and accountable environment within the company.

### Skills:

- Cisco CCW and Cisco CCW-R
- Cisco Renewal and Attach Rate Process
- Understanding of Cisco CSPP Program
- Strong ethics and integrity
- Knowledge of FAR and other laws and regulations for government contractors
- Excellent communication skills both oral and written

### Experience:

- 2 years of sales operations experience preferred.
- Bachelor degree or higher preferred.

*ThunderCat does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor." Equal Opportunity Employer: disability/veteran. The Affirmative Action plans are located in the HR office and may be reviewed by applicants and employees during normal working hours.*