

# Ryan Swisher

Account Executive at Consonus Technologies

swish@consonus.com

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## Summary

Passionate about customers and applying technology to solve business problems, I have broad experience encompassing sales, sales support, and technical support. In each role, my drive, initiative, and others-first focus allow me to stand out not just as a top performer, but also as a business leader.

If you are looking for someone to help you get more value out of IT, we should talk.

## Specialties

Virtualization, Consolidation, Backup & Recovery, Disaster Recovery, Business Continuity, Datacenter Consolidation, Green Strategies.

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## Experience

### **Account Executive at Consonus Technologies**

April 2009 - Present (3 months)

As a quota-carrying Account Executive, I am responsible for finding new customers, improving overall customer satisfaction of existing customers, and working hand in hand with my vendors to achieve overall territory plans.

### **Inside Sales Rep at Consonus Technologies**

September 2008 - Present (10 months)

I help customers by designing, building, hosting, managing, and supporting highly available infrastructure and datacenter environments. I leverage partnerships with NetApp, Hitachi, VMware, Symantec, Sun, DataDomain and F5 - as well as a comprehensive portfolio of hosting and managed services to provide a complete solution suited to my customer's unique needs.

Additional responsibilities include:

- \* Support vendor whitespace initiatives by out-bound cold calling
- \* Support marketing efforts by cold calling and following up on leads
- \* Provide training to peer Inside Reps

### **Executive Director at North American Church Planting Foundation**

June 2008 - Present (1 year 1 month)

The NACPF is a North Carolina incorporated 501(c)(3) nonprofit that has been created to help churches plant and sustain more churches in North America.

As the Executive Director my responsibilities include:

- \* Fundraising
- \* Building relationships with donors, partners, and members
- \* Creating the Foundation's strategy & budget
- \* Providing regular updates to the Foundation's Executive Board of Directors
- \* Interviewing prospective members

### **Inside Service Sales Rep at NetApp**

November 2007 - September 2008 (11 months)

The Inside Service Sales team was responsible for driving service contract renewals with NetApp's existing customers.

In this role, I supported a team of (5) District Managers and (25) Sales Reps. My responsibilities included:

- \* Proactively identify candidates for tech refresh
- \* Send customers reports of their installed base and reconcile as needed
- \* Assist field team in account strategy
- \* Position NetApp's premium support and service offerings
- \* Work with multiple channel partners to drive renewals

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#### **Accomplishments**

- \* Consistently overachieved quarterly quota
- 1 recommendation available upon request*

### **PreSales - Top Enterprise Accounts at NetApp**

January 2006 - November 2007 (1 year 11 months)

The PSA team was responsible for providing top-level support to the Field Sales team. My responsibilities included:

- \* Provide pricing analysis to account teams
  - \* Accurately configure solutions and send to customers
  - \* Assist the field team in writing pricing justifications for special pricing approval
  - \* Submit purchase orders for booking
  - \* Work directly with customers to answer questions regarding quotes or products
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## Accomplishments

- \* Director & Manager Award winner for performance
  - \* Developed & Implemented team SharePoint site
- 3 recommendations available upon request*

### **Client Support Analyst - Enterprise Accounts at Misys Homecare Systems**

October 2004 - January 2006 (1 year 4 months)

As an Enterprise Client Support Analyst, my responsibilities were to provide top-level support to our largest clients. This position included a variety of client touches, from live phone technical support, managing issues lists, facilitating weekly conference calls, to providing WebEx training sessions for new product releases. I also conducted in-depth test cases to recreate client scenarios to drive for resolution.

In addition to my day-to-day responsibilities, I also taught new hire training classes, mentored new employees, assisted in QA testing, as well as handled client escalations for the management team.

### **Program Administrator at IBM**

September 2003 - September 2004 (1 year 1 month)

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## Education

### **East Carolina University - College of Business**

B.S., Management Information Systems, 2002 - 2004

**Activities and Societies:** Phi Kappa Phi Honor Society, Golden Key International Honor Society

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## 4 people have recommended Ryan

"Ryan is a driven and intelligent sales rep. He makes sure that he knows his products thoroughly and is an excellent resource to his customers, both internal and external. His positive attitude and ability to solve problems creatively would give any employer an advantage."

— **Zach Hayes**, *Inside Sales Systems Engineer, NetApp*, worked directly with Ryan at NetApp

"Ryan's performance is impeccable. He is driven to succeed at his job and is constantly looking for ways to improve processes and efficiency without sacrificing relationships or customer satisfaction."

— **Dave Fordice**, *Regional Channel Sales Manager, Network Appliance, Inc.*, managed Ryan indirectly at Network Appliance

"Ryan is a consummate professional. His attention to detail is exceptional and his ability to communicate both with the NetApp sales reps, as well as our top enterprise accounts, is outstanding. He is continually taking on additional responsibility and meeting the challenges of an ever-expanding product line. He takes the time to seek answers to his questions to ensure he is giving the best information available to our sales teams, and our customers."

— **Phil Lora**, *Service Sales Representative, Network Appliance, Inc.*, worked directly with Ryan at Network Appliance

"Ryan was a tremendous asset to my district while at Network Appliance. I, and the seven sales reps on my team, often put very demanding requests on Ryan's plate - and he consistently delivered; consistently demonstrated grace under pressure. In fact, I cannot remember a single instance in which Ryan wasn't able to step up to the plate and produce results - and these results directly impacted our ability to shorten the sales cycle and close business. Ryan is a positive, intelligent, enthusiastic over-achiever - and it was my sincere pleasure to have had the opportunity to work with him."

— **Thomas Malone**, *District Manager, Network Appliance*, managed Ryan indirectly at Network Appliance

[Contact Ryan on LinkedIn](#)