



Enabling Excellence in Communication and Technology

Senior Account Manager

Location: Milwaukee, WI

EDCi provides infrastructure, cloud and call center technology services and solutions to clients throughout the United States. Through our partnership and certifications with leading technology providers including Microsoft, Cisco, IBM, Citrix, and Genesys our customers receive the highest quality of product and service the industry has to offer.

The Account Manager is focused on delivering timely, accurate and professional services to customers and prospects in our infrastructure and cloud practices. You must be comfortable making calls, having phone/in-person customer conversations and working with channel partners. This role performs business development to drive sales, identifying and generating opportunities for prospects and customers. You will foster relationships by maintaining regular customer contact and managing customer expectations.

Come join a high-performance team! At EDCi, we are more than just technologists. We are a team passionate about the work we do and a family dedicated to building on our strengths and improving our challenges both individually and collectively. EDCi is an organization that takes pride in recognizing balance and the importance of family. If you're a talented professional looking to help lead a cutting-edge growing company and seek a flexible, family-oriented work environment, we want to talk to you!

When you join the EDCi team, you'll receive many perks, such as:

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental & vision insurance
- 401K match

And much more!



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RESPONSIBILITIES:

Business Development & Account Management

- Perform vendor and/or internal campaigns to call customers and prospects about opportunities.
- Responsible for managing assigned customers and prospects:
 - Build a sales plan and attain a sales quota.
 - Establish and maintain a sales pipeline.
 - Prospect within your list of assigned accounts.
 - Schedule and conduct appointments.
 - Build relationships with key decision makers to expand future revenue opportunity.
- Collaborate with partners, such as Microsoft and Cisco, including leveraging their technical pre-sales assistance.
- Participate/collaborate with Senior Solutions Architects on business development activities.
- Participate/collaborate with Marketing on campaigns, events and other marketing activities.

Provide Customer Service to Customers and Partners

- Setup customer and prospect meetings.
- Communicate with customers both verbally and collaboratively regarding orders and project status.
- Build customer quotes, leverage vendor quoting tools as required.
- Resolve customer and internal issues with distributors, such as Ingram and other manufacturers, such as shipping, order timing, order processing, etc.
- As required, complete registrations for new opportunities in vendor portals.
- Process returns (RMA's) from customers and facilitate internally with purchasing and externally with vendors.
- Manage business pipeline in ConnectWise Manage (CRM)

PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:

- Strong attention to detail and ability to manage multiple tasks simultaneously.
- Associates degree in marketing, business management or a related field.
- 5+ years' experience working with a Value-Added Reseller or Vendor with an Information Technology organization.
- Possess a high energy, strong desire to achieve top results with a charismatic, positive "can-do" attitude via the phone and in person.



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- Excellent verbal and written skills.
- Strong listening skills & organizational skills.
- Ability to multi-task, prioritize and manage time effectively.
- Proficient with corporate productivity tools.
- Experience in sales/marketing with any of our vendor partners (Microsoft, Cisco, IBM, Citrix, etc.) is a plus.