

Renee Mann

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Summary

I thrive on driving results and inspiring teams through dynamic corporate enablement strategies. With a robust background in sales enablement, management, and strategic project leadership, I excel in guiding teams to surpass expectations with creativity and efficiency. My passion lies in tackling new challenges head-on, leveraging excellent collaboration and communication skills to foster innovative solutions and achieve outstanding outcomes.

Experience

RingCentral Denver, CO

Senior Global Partner Enablement Manager

March 2018 – March 1, 2024 (6 years)

- Spearheaded and coordinated Partner Enablement E-Learning projects, resulting in a 44% partner closed won and a 73% higher converted MRR in 2023. This includes global strategic partnerships and products and services.
- Formulated and executed a comprehensive professional development program for the instructional design team, resulting in a 15% increase in productivity and a 30% reduction in project turnaround time.
- Directed and mentored a high-performing team of 2 data analysts; led initiatives to enhance data visualization techniques, resulting in a 25% improvement in data reporting accuracy and efficiency.
- Provided monthly E-learning gap analysis for the Channel leadership organization.
- Architected a customized onboarding program and curriculum tailored to the needs of internal channel partners, resulting in a 35% acceleration in product adoption and a 15% enhancement in cross-selling opportunities.
- Developed and in charge of a data-driven Partner Team Peer Mentoring program, increasing collaboration and knowledge sharing among team members, resulting in a 40% improvement in project delivery efficiency.
- Owned product sales and process training for RingCentral partners and internal employees to improve communication between teams.
- Established and supervised partner LMS platform including managed end-to-end creation and design of certification courses, including video production, infographic development, leading to 82% certification completion rates.
- Partnered with senior executives, and other training organizations within the company, including technical, direct sales, sales engineers, marketing, product, and services establishing a well-orchestrated communication path among these departments.
- Developed and implemented comprehensive playbooks and enablement tools enhancing learner skills by 20%.

RingCentral Denver, CO

Senior Instructional Designer

April 2015 - March 2018 (3 years)

- Established internal channel on-boarding program and curriculum which shortened ramp up period by 64%.
- Lead project manager for instructional design team resulting in an improved efficient design time by 45%.
- Developed product and sales training for channel partners and internal employees, improving product and system knowledge by 32%.
- Content manager for partner LMS system including learning development, time saving processes, and design saving partners 27% in E-learning education.
- Collaborated with other training organizations within the company, including technical, direct sales, sales engineers, marketing to ensure the most current information is available saving valuable learning time by 20%.
- Facilitated identifying and assessing training needs within the channel improving completion compliance by 34%.

Experience cont.

DIRECTV Denver, CO

Sr. Instructional Designer, Field Services Training Design and Delivery

October 2014 - April 2015 (7 months)

- Orchestrated the development of a comprehensive product and technical training program for DIRECTV field technicians achieving shorter installation times by almost 30%.
- Developed product, new hire and technical training for TSC agents.
- Created Knowledge Base articles for entire company to reinforce learning.
- Identified and assessed training needs within the company shortening ramp up time by 30%.

Cricket Communications Denver, CO

Instructional Developer II

(9 years, 10 months)

- Designed and implemented a new hire sales and services training program for hundreds of Cricket employees.
- Developed technical new hire training for Cricket call center representatives shortening call duration by .50 seconds.
- Conducted and supervised training for Cricket employees; including instructor led, COACH articles, Cricket University (LMS).
- Planned and executed a wide range of training, new hire, sales, and products.
- Assessed training needs within the company by utilizing data and surveys.

Education

- Regis University
 - Bachelor of Arts (B.A.), Communication, General · (2010 - 2012) Summa cum laude
- Arapahoe Community College
 - Associate of Arts (A.A.), Liberal Arts and Sciences/Liberal Studies
 - (2005 - 2007) Member of Phi Theta Kapp

Top Skills

- Telecommunications/SaaS
- Management
- Cross-functional Team Leadership
- Adobe Suite/Captivate

Sales Enablement Platforms

- Skilljar
- SalesHood
- Highspot

Honors-Awards

- 2023 Q2 Sales Award of Excellence
- F.I.T.E. Club Empowering Customers Ring-excellence
- Cricket Business Transition
- Cricket Colorado Peak Awards (4)

Certifications

- ERG Leadership Growth Program
- Mediation
- Negotiation