

## **Bartleson, Debra - City Council**

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**Subject:** FW: Head Start Council Representative-Desiree Shelton

Dear Debra:

Thank you for the information in regard to the Denver Head Start Council Representative position. Per our discussion, I have attached my resume for consideration.

I am interested in this position for several reasons. First and foremost, I am looking for a position which can impact the community in a positive manner. I believe my experience as a regional sales director has given me strong people/relationship skills. I am very outgoing and able to work with a variety of personalities. In addition, my time as a PTA member has provided me with a large amount of fundraising experience. With the state of our economy and the strain on the school districts funding, this is now a crucial component to each school in every district.

I have enclosed my resume, which details my skills and background. I thank you in advance for your time and consideration. Please feel free to contact me with any questions about my experience or background.

Sincerely,  
Desiree Shelton  
Independent Consultant  
Rodan + Fields Dermatologists  
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Business Info: [desirees.myrandf.biz](http://desirees.myrandf.biz)

Desiree Shelton

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Objective	To represent the		
Education	1997 - 2000	Metropolitan State College of Denver Bachelors of Science Degree in Marketing	Denver, CO
Work experience	November 2002-June 2011	<b>Qwest</b>	Denver, CO
	<b>Regional Account Director</b>		
	<ul style="list-style-type: none"><li>▪ Responsible for day-to-day sales activity management, funnel activity, territory management, and customer focused sales efforts</li><li>▪ Articulate the purpose, key features, advantages, limitations, and value proposition of company telecommunications and/or technology products and services (i.e., Voice, Data, IP and Hosting).</li><li>▪ Meet and/or exceed assigned sales objectives (\$20-\$40 Million annually) and monthly revenue quotas by maintaining and building new revenue within established account base (average attainment 98%).</li><li>▪ Close large, complex sales engagements with customers by gaining commitment to implement the value-adding product and/or service solution(s).</li><li>▪ Manage and maintain existing customer accounts to compile and analyze data, determine customer position, identify strategic opportunities, set goals, establish responsibilities, allocate resources and set measurable account plan objectives.</li><li>▪ Develop, maintain and manage customer relationships from the operational to executive levels throughout the organization. .</li><li>▪ Apply effective time management techniques and strategies to prioritize activities related directly to selling and minimize non-productive sales activities.</li></ul>		
	March 2001-November 2002		
	<b>Senior Project Analyst</b>		
	<ul style="list-style-type: none"><li>▪ Served as the customer's single point of contact for all collocation/interconnection issues</li><li>▪ Contributed to and maintain positive company image through improved customer relationships</li><li>▪ Engaged in quality assurance issues</li><li>▪ Lead product/process development, problem identification and resolution</li><li>▪ Addressed and resolved customer complaints to the Public Utility Commission</li><li>▪ Provided coordination and guidance for overall technical, marketing and customer relations to ensure timely and cost effective accomplishment of commitments</li></ul>		
	December 2000-March 2001		
	<b>Account Executive</b>		
	<ul style="list-style-type: none"><li>▪ Educated customer on collocation product and processes</li><li>▪ Tracked critical dates for contract compliance and timely completion</li><li>▪ Consulted with customers on local network plans, utilizing extensive product knowledge of Qwest products and processes, to recommend solutions to their business needs</li><li>▪ Worked with internal organizations on customer needs/escalations</li></ul>		
	August 1999 – December 2000		
	<b>Account Team Administrator-Sprint Account</b>		
	<ul style="list-style-type: none"><li>▪ Represented and educated account team and customer relative to collocation decisions</li><li>▪ Ensured compliance to Qwest/Sprint interconnection contract that implements the Telecommunications Act of 1996</li><li>▪ Prepared BI-weekly "flash" report to inform unit president of team's activities including sales report</li></ul>		
	May 1999-August 1999		
	<b>INROADS Intern</b>		
	<ul style="list-style-type: none"><li>▪ Assisted with Sprintdata by monitoring accounts for contract requirements</li><li>▪ Completed orders for interconnecting Sprint to Qwest's 911 service</li><li>▪ Prepared customer price quotes for collocation construction</li></ul>		
Organizations	INROADS alumni association, Peiffer Elementary PTA member, Bear Creek High School PTA Member		
Recommendations	Available upon request		