

ROOCRUIT

HELEN

Commercial ICT Specialist & Vendor Alliances Manager

Cape Town, South Africa (Willing to relocate)

PROFESSIONAL SUMMARY

A highly experienced Commercial and Vendor Alliances Manager with a proven track record of increasing long-term revenue and business performance through strategic partner relationship management. Expert in developing complex go-to-market strategies, pricing models, and nurturing high-value external relations across various technology solution areas. Passionate about sales and technology, focusing on effective governance to maximize value for partners and customers alike.

KEY SKILLS

- Partner Relationship Management
- Strategic Pricing & Financial Modelling
- Joint Business Value Propositions
- Complex GTM Strategies
- Partner Program & Rebate Management
- Contract Negotiation & Review
- Risk Assessment & Due Diligence
- Sales Support & Pipeline Planning
- Audit & Certification Management
- Market & Business Analysis
- Process Design & Implementation
- Advanced Excel & Data Analytics

PROFESSIONAL EXPERIENCE

Global Managed Services Provider

Mar 2023 – Oct 2023

Commercial & Vendor Alliances Manager

- Successfully established and led a new Commercial division within the organization.
- Managed the Commercial and Sales Support Team to streamline operational efficiency.
- Led partner relationship management and assisted with complex GTM strategies.
- Developed complex pricing strategies in close collaboration with strategic partners.

Global Managed Services Provider

Oct 2021 – Feb 2023

Vendor Alliances Manager

- Maintained and deepened relationships with existing technology partners while onboarding new strategic entities.
- Conducted thorough partner due diligence and managed partner agreement reviews.
- Oversaw training, certification management, and partner program compliance.
- Managed marketing funds, event planning, and deal registrations.

Partner Expertise: Cisco, Hitachi, Huawei, Commvault, VMware, Veeam, Oracle, Dell, Lenovo, Microsoft, IBM, Citrix, Netskope, etc.

Global Managed Services Provider

Aug 2021 – Sep 2021

Cisco Practice Consultant

- Ensured all vendor-related requirements and business planning for the Cisco practice were adhered to.
- Managed partner programs specifically tailored to practice growth.

Digital Transformation & ICT Solutions Firm

Apr 2020 – Feb 2021

Commercial Manager

- Defined contract terms, led pricing processes, and provided comprehensive risk assessments for proposals.
- Facilitated commercial content development and ensured viability of business opportunities through data modeling.

Digital Transformation & ICT Solutions Firm

Jul 2017 – Apr 2020

Pricing Manager

- Managed the company-wide pricing team and processes across all technology business units.
- Built complex financial models for productized solutions and identified revenue leakage to increase profit.
- Developed pricing methodologies for List Price, Floor, and Ceiling benchmarks across various market segments.
- Supported sales in contract negotiations and annual budget processes.

Digital Transformation & ICT Solutions Firm

2015 – Jun 2017

Sales Admin Manager (Cisco Division)

- Led the Cisco pricing team division, ensuring sales targets and profitability margins were met.
- Generated sales forecasting and gross margin analysis reports for senior management.
- Managed internal sales order schedules and professional customer relationships.

Digital Transformation & ICT Solutions Firm

2011 – 2015

Sales Coordinator (Cisco Division)

- Coordinated between distributors and clients to ensure shipping specifications and deadlines were met.
- Prepared quotes in line with complex client specifications and deadlines.

Wellness & Service Industry Sector

2004 – 2011

Professional growth roles including Public Relations Officer, Debtors Clerk, and Sales Representative.

EDUCATION

Grade 12 with Full Exemption

Hoërskool Waterkloof

ACHIEVEMENTS

- Numerous Quarterly Awards for Performance
- Rookie of the Year Award
- Multiple Team Excellence Awards and Incentive Trips

LANGUAGES

- English (Fluent)
- Afrikaans (Fluent)