

TOP TALENT



TOP.

There's only one word to describe this Cisco Services team at Comstor.

This award-winning group of Cisco Service experts moves mountains for their customers everyday. Whether you need help rooting out renewal opportunities, identifying aging equipment or spotting maintenance gaps—you can rest assured that this team has your back. Within the

last year, they have helped double service revenue for partners just like you, while delighting customers just like yours. With in-depth knowledge of everything Cisco, Comstor's Cisco Services Team is committed to helping you grow your Cisco practice—profitably. Get to know our premier team of Cisco specialists and begin to experience your competitive EDGE.



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REBECCA LOZADA

Cisco Services Program Manager

Meet Becky. She is Comstor's Business Development Manager for Cisco Service. Her contribution to the success our partner's crucial service practices is known across the entire global partner landscape. That recognition includes the creation and implementation of best-in-class service programs like ComstorClick.

Becky is a Cisco Service rain-maker that has achieved that distinction by applying exceptional analytic problem solving skills and an innate tenacity to the most complex challenges related to the lucrative Cisco SMARTnet opportunity. Becky has been the true core of the Services team for the past 11 years. Prior to advancing to the BDM position where she takes her partner enablement skills to another level, she held a variety of roles as a Program Manager, Services Manager, Services Specialist and genuinely knows the business inside and out. As one of the most senior members of the Services team, she is often tasked with leading sales training

and assisting some of Comstor's largest customers with business development strategies. Ascending from her previous role of managing the Services team to focusing on building Comstor's portfolio, Becky is now demonstrating even more value by developing high-impact service programs that accomplish Comstor partner acquisition and partner growth. Becky is one of Comstor's most decorated employees and was named a member of Comstor's President's Club in 2013-an honor that recognizes our top achievers.

Becky studied Accounting at Colorado State University in Fort Collins, CO and subsequently established a career in the travel industry where helping her clients see the world fostered her appreciation for the global marketplace. Comstor's strength across the globe and the formidable challenges that are part of a multi-national sales experience were a perfect fit for Becky's skills. She believes technology has no boundaries-the only limits today are our imaginations!



TIM KELLERMAN

National Services Business Development Manager

Meet Tim. He's a National Services Business Development Manager responsible for customer acquisition and partner growth. As the team member with the longest tenure, Tim truly understands the impact services can have on our partners. He realizes that today's customers are looking for more than price and availability; they seek true partnerships and a range of dynamic value-added services that can help them differentiate their businesses.

Tim is passionate about understanding every aspect of the industry and truly enjoys learning the little nuances of how each one of our partners differentiates their business in the market place. For

client Sigmanet, Inc., who delivers standout customer service, he once arranged a commercial airline ticket to transport a piece of equipment needed for next day delivery. He knows how to deliver when a client is in a clutch and that's why we are glad he's on our team.

Tim attended Fort Lewis College in Durango, CO where he studied Marketing. Tim has been with Comstor for 13 years. Prior to joining Comstor, he played professional football in Rothenberg, Germany. Tim is a Cisco Certified Sales Expert and is Cisco Data Center Sales Certified.

Tim feels confident that as the digital age evolves, Comstor will continue to create the Dynamic Value Partnerships that enable partners to succeed.



JAKE DENEULT

ServicePulse Manager

Meet Jake. All things mechanical have always intrigued him. His mechanical aptitude makes him a master at trouble shooting, multi-tasking and maintaining a schedule. He incorporates all of these skills into his role as a ServicePulse Manager at Comstor.

Daily, Jake handles the distribution of workflow, forecasting and high-visibility transactional demands, while also coaching and guiding a team. His ultimate responsibility is to ensure high levels of customer satisfaction, loyalty, growth, and profitability among some of Comstor's largest partners.

Jake's motto is simple, "Go big or go home," which for him means always going the extra mile for his customers. He once spent his Christmas Eve assisting a customer with landing a difficult contract. His dedication helped the customer differentiate their service from the competition—they won the business and Jake deepened a trusted client relationship.

Jake is a graduate of Front Range Community College in Longmont, CO where he studied Economics. He has been a member of the Comstor team for more than 10 years. Prior to joining Comstor, he held management roles with Uniform Technology and National Technology Transfer.



JILL COFFEY

Cisco Services Specialist

Meet Jill. She held several roles at Comstor, including Order Management Specialist and Account Manager, before becoming a Cisco Services Specialist. Her tenure makes her an expert in every aspect of Cisco Services. Her daily responsibilities include managing pricing, quoting and follow-up on Smart Net Total Care opportunities and interacting closely with Cisco to advance Smart Net Total Care growth throughout the industry.

Jill believes if "something doesn't challenge you, it doesn't change you." She's the person on the team we turn to when help is required with troubleshooting tough issues or tackling complex logistics. When the team recently

encountered a customer bidding on a \$30 million, multi-year opportunity, there were many scheduling difficulties due to the partner being headquartered overseas. Jill helped the team navigate the complexities with ease and enabled the customer to successfully secure the contract.

Jill is a graduate of Becker College in Worcester, MA where she received a Paralegal Degree with High Honors. She is Cisco CSE and CSEP certified.

Jill is amazed by the leaps and bounds technology is making every day—especially in the area of healthcare. She knows technology is the key to detecting and ultimately curing devastating diseases, like cancer.



ALLISON PRETAK

Cisco Services Specialist

Meet Allison. She's a Cisco Service Specialist responsible for managing Smart Net Total Care renewals and our in-house expert when customer complications arise. Whether you're struggling with a lengthy list of SKUs, contracts that have been previously ordered incorrectly, or any other complicated issue—you can rely on Allison to deliver premier service and unsurpassed knowledge.

Allison's unique ability for solving complex technology challenges under pressure consistently receives accolades from both partners and her team. She can be relied on to deliver a successful outcome in any situation. One team member recently remarked that Allison's "expertise is second to none, her sense of urgency is unmatched, and her level of professionalism never fails."

Allison is a graduate of Lasalle University in Philadelphia, PA where she studied Communications. She previously worked as a Tech Support Specialist for Apple.



AUTUMN SENKOW

Marketing Manager, Cisco Services

Meet Autumn. She's our Cisco Services Marketing Manager and the marketing mastermind behind the Cisco Services team. She's also responsible for a host of other initiatives including marketing Comstor in Canada, developing Comstor's expert talent and strengthening our internal company culture.

Autumn's goal is to make Cisco Services synonymous with Comstor. Every day she focuses on highlighting Comstor's strengths to ensure all partners have access to the resources they need to maximize growth.

Autumn is a graduate of Heritage College in Denver, CO where she studied Exercise Science. As a successful entrepreneur in the health and wellness industry, Autumn developed an interest in technology and its impact on business. She set her sights on working for an industry leader and found her way to Comstor.

In the future, Autumn sees technology as the mechanism that will continuously simplify our lives. She believes the market is shifting from the "Institutional Era" to the "Human Era" in which technology enterprises will continuously build and strengthen relationships and be increasingly customer-centric.



CHRIS MOTLEY

Cisco Services Operations Manager

Meet Chris. He's been fascinated by computers his entire life. His father and his grandfather both worked for IBM and had a strong influence on his curiosity about how computers are engineered and what their capabilities are. Today he channels that energy into his role as Cisco Services Specialist at Comstor.

Chris's main role is to ensure that his customers maximize their networking assets by keeping them covered with Smart Net Total Care. Chris is dedicated to providing clients with cost effective solutions and he consistently saves his

customers thousands of dollars by thoroughly analyzing competitive quotes. It's just one of the reasons he was named a member of Comstor's President's Club in 2014—an honor that recognizes our top achievers.

Chris attended Front Range Community College in Boulder, CO where he studied Computing. Prior to joining Comstor, Chris worked as a Computer Technician for Data Storage Marketing.



DIANE UHLINGER

Cisco Services Specialist

Meet Diane. With over 30 years of industry experience, there are not many IT problems she hasn't seen nor solved. Her expertise is invaluable in her current position as a Cisco Services Specialist at Comstor. Diane is responsible for quality assurance for Smart Net Total Care operational challenges. On a daily basis, she ensures transactional profitability and troubleshoots any customer order processing issues that arise.

Diane consistently goes the extra mile for her customers. Whether she's researching the status of an order or trying to resolve a pricing issue between various ordering systems, she believes details and thorough follow-up are

critical to her customers' success. It's just one of the reasons she was awarded Comstor's Top Service Performer in 2014.

Diane is a graduate of Barnes Business College in Denver, CO and has completed additional coursework in Accounting and Human Resources. Before joining Comstor, Diane held positions with Wyle Electronics (now Arrow Electronics), Memec Electronics (now Avent Memec), HP and Celestica.

She's optimistic that technology will continue to enhance the way we live by helping cure diseases and make the world a safer place.



MICHAEL ROGGOW

Cisco Services Specialist

Meet Michael. He's the son of two teachers, and explored a career in teaching before realizing his true passion was technology. While he is no longer teaching in the traditional sense, in his role as a Cisco Services Specialist, he still focuses on educating his customers on the importance of keeping their networks fine-tuned.

His motto is inspiring, "Attempt the impossible in order to improve your work." He isn't one to give up when a customer throws a challenge his way. He once assisted his customer, Accudata, with tracking down more than 900 serial numbers after they received an order that arrived lacking Cisco sales and purchase order data. It took countless emails and mastering new tools to get the job done,

but Michael gave it his full attention until the customer was 100 percent satisfied. He is our go-to resource on many Cisco tools including the Cisco Service Contract Center (CSCC) and the Cisco Commerce Workspace (CCW).

Michael attended the University of Colorado Boulder and Metropolitan State College in Denver, CO where he studied Kinesiology and Human Performance and Sports and Leisure with an emphasis on Physical Education and also received a Teacher Certificate. Prior to joining Comstor, Michael oversaw technical operations for a growing wine retailer.

Michael believes the future of technology is limitless—from self-driving cars to direct brain-to-brain communication—if it can be imagined, it can be accomplished.

Top Talent + Top Tools = Your Competitive EDGE



WE MOVE MOUNTAINS

Our award-winning group of Cisco Services experts moves mountains for their customers everyday. Contact us about how Comstor can help you grow your Cisco practice.

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