



BIOGRAPHY – RON CORNWELL

Ron Cornwell possesses a wide array of business experience in Customer Service, Sales, Project Management, Process Improvement and Technical Training.

Mr. Cornwell recently was involved with a successful ERP Implementation for a manufacturing and distribution company in Rhode Island. HE documented all business procedures and processes relating to the implementation, identified policy and process improvements, coordinated and conducted specific business training and helped to facilitate the implementation by leading and managing deficient areas.

While the Manager of Partner Services for an Internet marketing company; Mr. Cornwell was responsible for training, developing and managing service representatives. He participated in the implementation of web-based knowledge management software through process and policy definition, workflow management and support. He was also responsible for identifying, documenting and managing additional revenue generating services and creating the policy and procedures around them.

Prior to that, he was the Internet Sales Manager for a national hardware distributor. He had annual responsibility of 60 million dollars. He was responsible for managing toward his revenue and margin goals, staffing, training and developing representatives and participating in the development of the corporate website. He also had customer relations responsibility where he was responsible for resolution of high exposure escalations.

Ron Cornwell has a BS from the University of Massachusetts, Dartmouth and has achieved status as a Microsoft Certified Systems Engineer.