

## Clifford R. Kettemborough

### Other Skills

- **Relationship Building;** works effectively with strong, diverse teams of people with multiple perspectives, talents, and backgrounds. He or she is known for doing what is best irrespective of politics and is comfortable with consensus building (at multiple levels) and soliciting constructive feedback; ability to elicit cooperation from a wide variety of participants including upper management, clients, other departments, and 3rd party providers;
- **Independence & Collaboration;** experience at working both independently and in a team-oriented, collaborative environment; must be able to drive work effectively with limited supervision (at times) while representing department and executive management interests and concerns
- **Work Ethics;** focus on continual development, performance, accountability and self-motivation;
- **Flexibility & Organization;** adapt to shifting priorities, demands and timelines through analytical and problem-solving capabilities; proven ability to multi-task and efficiently manage time across competing activities/resources; able to effectively prioritize, execute tasks, and thrive in a high-pressure fast paced environment;
- **Intellectual Curiosity;** energized by learning new things and engaging across a wide range of issues; must have strong problem solving skills; adept at conducting research into project-related issues and products.
- **Driving Results;** sets aggressive timelines and objectives to drive results, conveys a sense of urgency, and drives issues to closure; is a self-starter committed to achieving results and has a strong sense of ownership and follow-through to resolution; Judgment; makes recommendations and decisions that balance a variety of factors (e.g. cost, risk, short-term vs. long-term impact) and are supported by a sound fact base to achieve an optimal outcome. Goes back to core values and key objectives when making decisions/recommendations.
- **Partner Focus:** Act in ways that demonstrate Partner focus and satisfaction by building effective relationships with Partners, identifying, meeting and exceeding Partner expectations, and by treating Partners with dignity and respect.

- **Knowledge and Application** of CA's Solution Sets: \*Know and possess a broad understanding of CA's products and range of solution sets, how to identify the best possible solutions to meet Partners' business needs and how to appropriately position CA solutions with Partners.
- **Effective Communication:** Deliver outstanding oral and written communications that are impactful and persuasive with their intended audience. Strong interpersonal skills; strong verbal/written communication skills as well as the ability to present complex material.
- **Industry Knowledge:** In-depth knowledge of given industry and relevant marketplace; can speak with authority, e.g., on industry trends, best practices, competitive practices, regulatory issues, etc.
- **Business Acumen:** Understand key aspects of business, e.g., business models and competitive positioning; also understand how business operates, including role of structure, systems, and processes; can speak in business language when applying professional expertise.
- **Financial Acumen:** Use in-depth financial analysis to make decisions, evaluate opportunities and choices; know how financial decisions impact business success.
- **Leadership:** Support, coach and mentor Partner Program management colleagues.

### **Other Activities**

**\*Staffing Organizational Units** -- Recruiting, interviewing, selecting, hiring, and promoting employees in the department.

**\*Guiding, Directing, and Motivating Subordinates** -- Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.

**\*Establishing and Maintaining Interpersonal Relationships** -- Developing constructive and cooperative working relationships with others, and maintaining them over time.

**\*Communicating with Supervisors or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

**\*Documenting/Recording Information** -- Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

**\*Resolving Conflicts and Negotiating with Others** -- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.

### **Skillsets /Knowledge**

**\*Speaking** -- Talking to others to convey information effectively.

**\*Management of Personnel Resources** -- Motivating, developing, and directing people as they work, identifying the best people for the job.

**\*Coordination** -- Adjusting actions in relation to others' actions.

**\*Critical Thinking** -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**\*Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**\*Time Management** -- Managing one's own time and the time of others.

**\*Service Orientation** -- Actively looking for ways to help people.

**\*Reading Comprehension** -- Understanding written sentences and paragraphs in work related documents.

**\*Writing** -- Communicating effectively in writing as appropriate for the needs of the audience.

**\*Social Perceptiveness** -- Being aware of others' reactions and understanding why they react as they do.

**\*Judgment and Decision Making** -- Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**\*Monitoring** -- Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**\*Learning Strategies** -- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

**\*Problem Solving** -- Identifying problems and reviewing related information to develop and evaluate options and implement solutions.

**\*Computer Skills** – Working knowledge of Microsoft Office (Word, Excel, and PowerPoint)