Headcount and Trainer Overview – Sales and Service Release 1

User Group	Training Format	Release 1 Headcount	Release 1 Training Headcount*	SME	Trainer Name
Resi Sales	In person / Remote	216	216	Leonard Dixon	**Clearwater** Cyndi Maready Janet Tripolino Kindra Bowens **Sales** Kim Fahie (SST) Shawn Harris (SST) Cris Rom Digal (BPO) Jed Weslee Ambion (BPO) Vic Abitria (BPO) Reymart Babac (BPO) **Service** Emanuel Valesquez (BPO) Roberto Guandique (BPO) Olman Diaz (BPO) Neil Andrew Diongzon (BPO) Keen Rey Bulagnir (BPO) Czarina Mae Manalansan (BPO)
Resi Sales Sup	In person / Remote	38	38		
Resi Service	In person / Remote	144	144	Kathy Hummel	
Resi Service Sup	In person / Remote	24	24		
Ops Support	In person	21	12	Kenneth McKellar	Cyndi Maready Janet Tripolino Kindra Bowens
Advocacy	In person	22	13	Janice Kelley	
ART	In person	18	11	Marilyn Laporte	
TOTAL R1		**TBC**	**TBC**		

*Assumes 60/40 split Residential to Commercial use of shared resources

Headcount and Trainer Overview – Additional Functions Release 1

User Group	Training Format	Release 1 Headcount	Release 1 Training Headcount*	SME	Trainer Name
Market Manager	Remote	TBC	TBC	Alberto Callwood	TBC
Corp Ops	Remote	TBC	TBC		TBC
Franchisee	Remote	TBC	TBC	Joseph Carlo II, Franchisee	TBC
AR	Remote	TBC	TBC	Angela Heid, Katie Floyd	TBC
Marketing / Rev Management	Remote	TBC	TBC	Stephine Phillips, Cherlyne Rouse	TBC
TOTAL R1		**TBC**	**TBC**		

Headcount and Trainer Overview – Sales and Service Release 2

User Group	Training Format	Release 2 Headcount	Release 2 Training Headcount*	SME	Trainer Name
Comm Sales	In person	36	36	Marquice Marrero	**Clearwater** Cyndi Maready Janet Tripolino Kindra Bowens **Sales** **Service**
Comm Sales Sup	In person	2	2		
Comm Service	In person	13	13	Kristie Mossow	
Comm Service Sup	In person	4	4		
Ops Support	In person	21	9	Kenneth McKellar	**Clearwater** Cyndi Maready Janet Tripolino Kindra Bowens
Advocacy	In person	22	9	Janice Kelley	
ART	In person	18	7	Marilyn Laporte	
TOTAL R2		**TBC**	**TBC**		

Open Questions

Who from the BPO training team will support on the Commercial training side? Will the Clearwater team support the specialty service training?

*Assumes 60/40 split Residential to Commercial use of shared resources