

# RingCentral Partner Forum, 3-4 April, Langley Hotel, Windsor

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## MEET THE SPEAKERS BIOS

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### **Zane Long**

As SVP of Global Partner Sales, Zane Long oversees RingCentral's Global Channel Partner division, which he has grown into an organization that significantly drives RingCentral's \$2 billion plus in annual recurring revenue.

Bringing more than 22 years of channel leadership and management experience, Zane was the architect behind Channel Harmony™ and a big reason why partners “Think RingCentral First.” His passionate enthusiasm and collaborative approach have been essential to the team's overall success.

Zane has been named a CRN® Channel Chief seven years in a row, and is a three-time winner of the Channel Futures Circle of Excellence award. Prior to joining RingCentral, he held senior roles at Genband (Ribbon), Cbeyond, and Level 3.

### **Mike Conlon**

As VP of Global Partner Sales, Mike Conlon leads RingCentral's channel sales organization for strategic partners, as well as overseeing all international channel sales efforts across Europe, Asia, and Australia.

With 25 years of channel sales experience, Mike is a proven global sales leader with a demonstrated history of working in the technology software industry. He is skilled in sales in and outside the channel, professional services, networking, management, and all things SaaS.

A strong business development professional, Mike has a Bachelor of Science in Business Administration from Pepperdine University.

### **Brandon Thomas**

As RingCentral's AVP of Partner Success, Brandon Thomas collaborates closely with RingCentral partners and internal teams to drive special projects and strategic channel initiatives. A supporting member of the channel sales organization for more than five years, Brandon previously led all aspects of the Partner Operations team across systems, processes, and sales tools.

Overall, his goal is to demonstrate consistency and transparency to build trust with RingCentral partners as he oversees commissions, go-to-market models, customer escalations, and lead progression.

Brandon is based in Denver, Colorado. Outside of work, he enjoys spending time with his wife Kristie and their dog Winnie hiking, biking, and enjoying the outdoors in Colorado.

### **Severine Hierso**

Severine Hierso is a Director of Product Marketing at RingCentral, the leader in cloud communications solutions, and is passionate about creating value, differentiation and messaging, ensuring a better experience for customers and partners.

She has gained extensive international product marketing, market research, sales enablement and business development experience across SaaS, telecommunications, video conferencing and technology sectors within companies such as Sony, Cisco, Cogeco Peer 1 and Dimension Data/NTT.

Severine holds a Master's degree in economics and her hobbies include long distance runs and travelling.

### **Marvin Tress**

Operating to the remit of Senior Solution Engineering Manager – International, Marvin Tress is heavily involved in the delivery of RingCentral technologies. A role that extends to supporting partners as they seek expert insight for mapping solution capabilities to precise customer requirements.

Having worked in the field of communications technology for over 20 years, Marvin has extensive experience in the design, build, and implementation of complex solutions – and in helping organisations deliver the capabilities needed to transform operations.

With a strong analyst background, Marvin is also frequently relied upon to act as the ‘voice of the customer’, understanding and representing their priorities, challenges, and future ambitions.

### **Dominic Black**

Dom has worked in the telecoms and technology sectors for the past decade providing research on the UCaaS, CCaaS and Microsoft Teams enablement markets. Cavell Group works primarily with service providers, channel organisations and carriers helping them understand how the market is developing and what they should be doing to be successful.

### **Louise Newbury Smith**

Since starting out on her IT career 20+ years ago, Louise has primarily worked in IT Resellers and Solution Integrators. Her leadership journey started in 20005, and since then she had has lead sales, pre-sales, vendor and product teams, giving her a broad set of experiences. Her passion is customer experience, with the principle that if you look after customers, then the business growth will come.

Louise has led sales teams within RingCentral for over 4 years, and is now responsible for leading the UK. Our partner community is essential to the success of her teams and she is keen to foster a mutually successful environment for our partners. Louise is also focused on developing a positive culture and is passionate about helping inspire equitable working environments for women in business. Outside of work, she also finds energy to enjoy her horses, dogs, cats, and marine fish.