



Idaho Contact Information: Contract# SBPO20200088

Statewide Value-Add Resellers for Microsoft Azure and Amazon AWS Cloud Services

Idaho Support Contacts

- **Idaho Account Executive: Gara McCutchen Aragon**
 - *Field Sales Representatives responsible the overall relationship with Idaho: Customer Visits, Customer Business Reviews, RFPs and Contracts. First point of contact for SHI Resource engagement.*

Gara McCutchen Aragon | 208-866-3955 | Gara_McCutchenAragon@SHI.com

- **Idaho Inside Sales Team:**
 - *Responsible for all daily quotes, orders and customer service requests.*
 - **Email: TeamIdaho@shi.com Phone: 888-711-2613**
 - Karl_Delrosario@shi.com – Inside Account Manager
 - Theadora_Hayes@shi.com – Inside Account Manager
 - Kristin_Blackburn@shi.com – Inside Account Manager
 - Jess_Santelli@shi.com – Inside Account Manager

- Leilani Hammock | Cloud Solutions Executive | Cloud & Innovative Solutions | SHI International Corp | Mobile: 916-259-6698 | leilani_hammock@shi.com

- Stephen Krems | Technical Consultant | Cloud & Innovative Solutions | SHI International Corp | Mobile: 408-806-8606 | stephen_krems@shi.com

Technical Account Managers

- **Azure :**

David Klotz | Cloud Technical Account Manager | Cloud & Innovative Solutions | SHI International Corp | Office: 480-417-2427 | David_Klotz@shi.com

- **AWS:**

Kirkland Hamilton | Cloud Technical Account Manager | Cloud & Innovative Solutions | SHI International Corp | Cell: 732-447-5234 | Office: 732-868-5841 | Kirk_Hamilton@shi.com

Cloud Success Managers

- **AWS:**

Jashzmin Rodrigo | SHI International Corp. | Cloud Success Manager- Multi Cloud
| Office: (732) 868-5999 | Cell: 908-636-8868 | Jashzmin_Rodrigo@SHI.com

- **Azure:**

Taylor Lee | SHI International Corp. | Cloud Account Manager | Cell: 732-372-3493 | Toll
Free: 888-764-8888 ext: 6527644 | Taylor_Lee@SHI.com

Cloud Support Resources

- Self-Service Portal (Preferred): <https://one.shi.com>
- Email: SupportServices@shi.com
- Phone: 888-572-9712

Path of Escalation

- Account Executive - Gara McCutchen Aragon 208-866-3955
Gara_McCutchenAragon@SHI.com
- All new Requests/Issues → Call **888-711-2613** or email TeamIdaho@shi.com
 - Requests must be answered within 4 hours
 - Orders must be entered within 24 hours
- For Follow-Up on existing requests within **24 hours** of initial contact, email
TeamIdaho@shi.com **AND** copy Bernard “Trey” Bandy – Bernard_Bandy@shi.com

SHI Escalation Contacts for Idaho

- Bernard_Bandy@shi.com – TeamIdaho Inside Sales Team Manager **732-584-8867**
- Robert_Petrucelli@shi.com – Senior Inside Sales Manager **732-868-6072**
- Andrea_Keno@shi.com – District Manager – West Region **425-457-2462**
- Alison_Turner@shi.com – Regional Director – West Region **425-974-5997**

Please contact SHI's Management Team above for any unresolved issues within 72 hours