**Eric Jeffery**

ejeffery@techie.com ● <http://www.ericjeffery.com> ● Mobile: (719) 641-8114

72 Pistol Creek Drive, Monument, Colorado 80132

**Pre-Sales & Sales Engineer/Solutions Architect**

Passionate, Energetic, and Results-Driven IT Sales Professional with proven history of success closing new business and improving client success due to enhanced and improved technical solutions including remote hosting and disaster recovery offerings. Adept at engaging high level executives including “C-Suite” positions to engage and educate on opportunities to successfully close new business opportunities. Skillfully leverage technological assets to expand corporate and market value while controlling cost. Hands-on management experience in dynamic environments complemented by extensive business and technical expertise.

**Areas of Expertise**

New Business Development – Revenue Growth – SAN – Sales Support – Management – Cloud Computing – Outsourcing Offshoring – SaaS – Virtualization – IT Security – Routing – Firewalls – LAN/WAN – Data Centers – Post Sales Support Global Network Operations – Cross-Functional Leadership – Government Networks & Systems – Project Management VMware – Vendor Management – Backups – New & Emerging Technologies – Cisco – International Business – BYOD - DoD

**Professional Experience**

**Vidyo, Inc.** – Colorado Springs, CO 2014-Present

**Solutions Engineer/Technical Account Manager**

Fulfill numerous roles and responsibilities both in the technical arena as well as business relationship management. As a solutions engineer I design, troubleshoot, and implement complex and secure video solutions for my customers. Clients range from small organizations to some of the largest financial firms and conferencing service providers in the world. I utilize my extensive security and networking background to ensure my clients and partners have the most secure video conferencing solutions possible. As a Technical Account Manager I provide my global conferencing leader partner with project management, security review, technical guidance/training, and sales support.

* **Design, build, and configure proofs of concept** ensuring security validation including penetration testing, firewall configuration/testing, and compliance requirements.
* **Deliver presentations, training sessions and perform demonstrations** of Vidyo products to potential customers and sales representative for partner companies with focus on security requirements and certifications
* **Engage new business opportunities, qualify leads,** and pass on to sales organization those deemed in line with mutual goals, validating customers security requirements ahead of SOW creation

**X-IO Technology** – Colorado Springs, CO 2014 to 2014

**Director of Information Technology and Facilities**

Dynamic position involving standard IT Leadership combined with sales and marketing integration. Manage entire IT and Facilities team ensuring availability and performance of standard IT products and services as well as work with sales engineers and leadership to grow the business. Responsible for facilities making sure $25M qualification laboratory has necessary power, cooling, fire suppression, etc. Identify new technologies to increase efficiencies and productivity of entire organization.

* Engage with VARs, System Integrators, X-IO Channel Sales, sales engineers and architects to **identify new business opportunities** and aggressively pursue green fields for **revenue generation.**
* **Manage 15+ vendors involving >$3M in contracts** including software contractors, distributors, and building and security management.
* **Maintained 100% uptime** for WAN, internal network and all systems during entire tenure at X-IO.
* **Trained with sales engineers, architects, and senior developers** to understand complex end-user computing solutions with VMWare and Citrix and how X-IO Technology can fit in and sell with these solutions.
* Work with internal sales engineers and vendor partners in the **backup and virtualization space to design and implement WAN disaster recovery solution.**

**Eric Jeffery**

ejeffery@techie.com ● ● <http://www.ericjeffery.com> ● Mobile: (719) 641-8114

72 Pistol Creek Drive, Monument, Colorado 80132

**QuadraMed** – Reston, Virginia/Monument, CO 2005 to 2014

**Senior Manager, Systems Engineering**

Provide detailed sales support including new sales opportunity identification. Identify and create service opportunities to meet the needs of major healthcare networks. Liaise between numerous departments, as well as interrelate with internal and external C-level executives to strategically align technology and business objectives. Engage technology partners including VMware, EMC, Citrix, Cisco, and IBM among others to find and sell the best technical solutions to customer base. Negotiate and manage payment terms and technical specifications for state-of-the-art projects on a global scale. Promote business development in collaboration with sales team. Attain maximum ROI through tactical management of $1.8M+ annual budget.

* **Critical member responsible for closing major new business** with Los Angeles DHS and NYC Health and Hospital Corporation entailing massive data center consolidation projects involving Cisco and VMWare solutions.
* Integral participant in attaining numerous deals totaling **more than $35M in new business.**
* **Identified new service offerings, created business cases, and managed relationships** with multiple vendor partners to fulfill client needs surrounding remote hosting, cloud computing, and other technical solutions.
* Maximized resource utilizationfor healthcare organizations through **creation and establishment of services** that enable remote monitoring, management, and maintenance of environment.
* **Champion service outsourcing** **for hospitals** to inspire heightened focus on quality healthcare and ensure proper servicing for complex multi-million dollar computer system implementations with focus on Cisco and VMWare.
* **Participate in responses to RFI/RFP** including delivery of information on hardware configurations and pricing

**HP/Agilent Technologies** – Colorado Springs, Colorado/Fairfax, Virginia 2000 to 2005

**Network Operations Vendor Manager**

**Network Monitoring Team Lead**

Inaugurated and managed $3.2M+ Network Operations Center contract with external agency encompassing more than 2,000 devices. Commanded daily operations of 13 member staff to organize and isolate WAN/LAN outages for 140+ unique sites. Executed performance management and capacity planning for one-third of global network. Traveled to Malaysia and Singapore to restructure Network Operations Center and administer operational training to 30+ employees, and consequently served as initial escalation point for Malaysian location.

* **Off-shored System and Network Management Center** to Singapore and Malaysia. Present to train new staff.
* Acted as **global network escalations contact** affecting multi-million dollar business.
* **Spearheaded $3.6M contract and outsource agency for 24/7 NOC;** managed complete setup and maintenance.
* **Created Layer 3 HP OV solution during largest network split in company history** by pulling 40K+ nodes out of 180K+ node network.
* **Accelerated conflict prevention and resolution by instituting proactive Syslog analysis** that enabled errors to be identified before users could see them.

**Education**

B.A. – Economics – University of Colorado

**Additional Attributes**

Secret Security Clearance – Inactive

Member of Institute of Electrical and Electronics Engineers (IEEE)

Member of Internet Technical Committee

Member of Technical Committee on Computer Communications

Published 10 Articles on LinkedIn

Received 6 Professional Awards