

John Smith

SOLUTION ARCHITECT

Pre-Sales | Storage & Server Design | Customer Service

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DRIVING SALES AND PROFITABILITY ACROSS HIGH-PERFORMANCE CLIENT SOLUTIONS

CAREER PROFILE

Seasoned Solution Architect, driving sales revenue of customer solutions that build capability, efficiency, and organizational performance. Excel at managing competing IT projects in enterprise solutions environments, while exceeding customer expectations, sales targets, and company goals. Support sales teams by eliciting customer business needs and assessing and recommending appropriate solutions, while anticipating solution weaknesses and preparing mitigation strategies. Articulate team leader who builds a culture of accountability, commitment, and shared success.

Project Management | Business Cases | Pre-Sales Solution Selling | Customer Relationship Management | Presentations
Product Positioning | Business Development | Lead Generation | Competitive Intelligence | ITIL | Solution Architecture
Storage Area Networks | Virtualization/Cloud Technology | Enterprise Software | Hewlett-Packard (HP) & EMC Solutions
Data Center | SAN | NetApp | Disaster Recovery | Cisco Technologies | VMware | Citrix | IBM eServer

PROFESSIONAL EXPERTISE

Hitachi Data Systems

Jul 2021 – Present

Solutions Specialist Consultant

Lead projects, affording technical leadership and guidance aligned with business and customer requirements, working closely with IT-related teams and vendors. Advise on planning and implementation of policies and procedures consistent with best practices, company goals, and regulations to ensure storage and system management, efficiency, and maintenance. Provide delivery, support, and operational documentation for infrastructure solutions from initiation to completion. Evaluate tools and technology solutions aimed at enterprise-wide business applications.

- **Closed sales in excess of \$1M+ for a combined hardware, software, and services solution against competing, incumbent manufacturer storage platforms** of EMC, IBM, HP, and Dell. Leveraged collaboration with internal team to promote solution benefits and demonstrate customer value without casting aspersions on competition.
- **Uncovered additional opportunities and boosted user satisfaction** by transitioning from C-level contacts to focus on end users. Mined account base for key group contacts, polled individuals on top challenges and interests, and assembled a recurring user group event with HDS speakers to address issues.

PC Corp, Inc.

Feb 2019 – Jun 2022

Solution Architect

Presented and positioned complex infrastructure solutions to drive business development and marketing impact. Consulted with clients to augment solutions or propose new infrastructure aligned with client requirements. Supported Account Executive teams, including client consultations, presentations, proposal responses, architecture and solution configuration. Acted as single point of vendor contact on server, storage, and networking solutions. Steered delivery, support, and operational documentation for infrastructure solutions from start to completion.

- **Drove company to climb six ranks in the Computer Dealer News Top 100 in one year, with \$10M+ in year-over-year (YOY) revenue growth**, by launching an Enterprise Infrastructure practice that enabled provision of more complex and strategic solutions with a focus on services.
 - **Identified a manufacturer as a key strategic partner** and assessed level of knowledge and functionality for manufacturer's solutions within the company.
 - **Created and delivered training and course material** for both technical and sales staff for procuring and servicing planned solutions.
 - **Forged and managed relationships with key distributors** who could support as partners to assist in business transformation.
 - **Earned Hewlett Packard Reseller of the Year award** for YOY growth by Avnet Technology Solutions.