

Soma Pullela

Network Engineer

A tenacious and resilient professional who, after a successful technical leadership career, decided to follow his true passion in Information Technology.



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CERTIFICATIONS

CompTIA A+ ce (11/2019 – 11/2022)

Self-Study, 220-1101 & 220-1102

CompTIA Network+

Currently self-studying with expected completion end of April 2020

SKILLS

Switching & Routing (BGP, OSPF, EIGRP)

Windows and Apple OS

LAN Management

Analytical Thinking &
Deductive Reasoning

Cisco IOS

Firewalls

Soft skills

WORK EXPERIENCE

Network Engineer

Aston Technologies

01/2020 – Present

South San Francisco, CA

Provides contracted staff for various client engagements, such as network design/implementation, data center operations and network upgrades.

Achievements/Tasks

- Architected an entire wired and wireless network for a company's field engineering remote office where security and high availability were paramount. This included selection of all devices, researching for device interoperability and best practices in design to meet project requirements. Assisted with MOP creation.
- Configured and deployed a variety of Cisco routers and switches to meet the business demand with a heavy focus on CLI.
- Troubleshoot (primarily Cisco) devices for LAN/WAN connectivity, routing protocol functionality and configuration correctness.

Board Member (non-paid)

Depression Bipolar Support Alliance (DBSA), San Diego Chapter

06/2017 – Present

San Diego, CA

Non-Profit organization providing resources and support groups for people with depression, bipolar disorder & other mental health conditions.

Achievements/Tasks

- Voting Board Member responsible for technology activities to support Fundraising and fulfilling DBSA's mission.
- Ongoing training and education for City, State and Federal Law Enforcement entities, specifically the Psychiatric Emergency Response Team (PERT.)
- Active Speaker, Panel Member and Educator engaging the local community, companies and other organizations for mental health education, guidance on Crisis Response/Management, treatment options and support resources.

WORK EXPERIENCE

Director, Customer Success

Proven Computing, Inc. (company folded)

02/2014 – 06/2017

Managed Service Provider (MSP) focusing on the Construction industry and small commercial businesses.

Achievements/Tasks

- Responsible for all pre/post sale customer engagements. Founded all aspects of the Customer Success organization.
- Managed an organization of 23 employees (2 Customer Success Leads, 17 Support Analysts and 4 Trainers).
- Developed & implemented Customer Lifecycle Tracking Process with recursive feedback and guidance to Sales.
- Implemented and Administered Salesforce. Initially the scope was only Customer Success but was expanded to include Sales as well.

Principal

Soma Pullela Consulting

2009 – 2014

San Diego, CA - Washington DC Metro Area - Minot, ND

Project engagements for companies' customer support organizations. Work included efficiency improvement, leadership training & CRM implementation.

Achievements/Tasks

- Successful sourcing, hiring and training of 43 people (Support Leads, Analysts & Specialists) to handle crippling post sales product support demand due to a sudden tremendous increase in sales. From start to stable took 7 months.
- Developed and Implemented various organizations' customer on-boarding processes.
- Brokered and led the sale of a successful 31 year old farm accounting software company to new out of state owners. There was zero negative impact to clients. Directly engaged & managed large multimillion-dollar farm customers throughout the sale.

Senior Customer Success/Support Leadership positions with Increasing Responsibilities

WebSense, e4e, Fortinet, SonicWALL & Obongo

1999 – 2009

San Diego, CA - Phoenix, AZ - San Francisco Bay Area

Achievements/Tasks

- Management of a team as small as 6 up to a team of 180 employees & contractors in multiple geographies, languages, skill tiers and support channels.
- Creating pre and post sales support revenue streams.
- Actively collaborating, and leading various cross functional teams, with other functional departments to include increasing business process efficiency, decreasing costs, resolving sensitive HR/Legal issues and handling workplace crisis situations.
- Developing individual employee Career Training Plans and mentoring employees with various skill levels and cultural backgrounds.

Sergeant, Landing Support Specialist (MOS: 0481), Honorable Discharge

United States Marine Corps

1994 – 2000

EDUCATION

Bachelors of Science, Business Administration

San Jose State University (SJSU)

LANGUAGES

English

Native or Bilingual Proficiency

German

Native or Bilingual Proficiency

Spanish

Limited Working Proficiency

American Sign Language

Limited Working Proficiency

SUPPORTED CAUSES

Leukemia & Lymphoma Society (LLS)

Depression Bipolar Support Alliance (DBSA)

United Service Organizations (USO)

Veterans Village of San Diego (VVSD)

Father Joe's Villages

San Diego & Ventura Humane Society