

Theodore Miller

CTO/SALES ENGINEER

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Spring, Tx

Accomplished Sales Engineer renowned for forging strong relationships, driving revenue, and delivering innovative solutions to complex problems. Proven leader in building and inspiring high-performing teams. Expert in client retention through needs assessment and rapport building. Thrives in dynamic, collaborative environments.

Work Experience

CTO/Enterprise Sales Engineer

Aug 2023 - Present

Tech3

- Serve in a visionary technical leadership role, with responsibility for aligning technology initiatives centered on product development and deployment with strategic business objectives.
- Perform industry trend analysis to inform decision-making; transform complex statistics and data into actionable insights and strategies for improvement.
- Orchestrate sales engineering efforts, including the delivery of pre-sales support and the establishment of strong customer relationships.
- Interface directly with customers and account holders to evaluate adherence to their needs, up-sell/cross-sell additional products and services, and cultivate rapport, leading to loyalty and referrals.
- Guide product innovations and the implementation of scalable, business-focused technical solutions.
- Promote cross-functional collaboration, the seamless integration of technology solutions, and effective communication between technical/non-technical parties.
- Appointed as a company representative during relations and negotiations with external parties, including service providers, vendors, and community partners.

Enterprise Sales Engineer / Director

Feb 2020 - Apr 2023

WinMagic

- Recognized for a strong record of improving sales performance by applying a strong understanding of customer needs; adjusted solutions based on specific pain points and business goals; drove increased win rates and revenue growth.
- Increased sales win rates by 50% through strategic collaboration with cross-functional teams; led the optimization of sales processes; effectively utilized customer success stories.
- Offered effective pre-sales support in the form of product demonstrations, technical consultations, and proof of concepts, leading to improved win rates and successful revenue generation.
- Supervised the activities of a team of 10 individuals, including task prioritization/delegation based on their strengths and areas of expertise.
- Completed team performance evaluations, outlining hard/soft skill gaps and recommending professional development or leadership advancement.

Network Field Specialist

Mar 2017 - Feb 2020

Braintek

- Maximized network performance and reliability by devising strategic solutions that adhered to business objectives; leveraged knowledge of current industry trends to inform decision-making.
- Generated reports reflecting XX and YY metrics on a quarterly basis for submission to senior management.
- Explained report findings, conclusions, and recommendations in easy to understand language.
- Delivered on-site technical expertise and support to ensure seamless network operations; conducted effective troubleshooting, maintenance, and problem resolution.
- Engaged with end users to assess their issues, walk them through potential resolutions, and assess satisfaction.

- Crafted innovative network solutions by pinpointing and mitigating performance bottlenecks; identified opportunities to improve overall network efficiency and security.
- Fostered effective communication and collaboration between technical and lay stakeholders, as well as across functional areas; participated in the development of innovative network strategies to meet organizational goals.

IT Support Specialist/Project Leader

Nov 2014 - Mar 2017

TagleRock Technologies

- Spearheaded the development and implementation of IT support initiatives aiming to enhance system functionality and improve end-user satisfaction through strategic solutions and issue resolution.
- Coordinated the end to end planning, execution, and delivery of IT projects while ensuring adherence to timelines, budgets, and quality standards.
- Efficiently allocated available resources (financial, material, equipment, human capital) to meet day to day demands and drive the completion of special initiatives.
- Provided expert technical support by troubleshooting/diagnosing complex issues and integrating scalable solutions to optimize IT infrastructure efficiency and user productivity.
- Demonstrated advanced knowledge of proprietary and industry-standard technologies (software, hardware) and services.
- Bridged communications between cross-functional teams and technical/non-technical stakeholders.
- Contributed to the conceptualization and actualization of comprehensive IT strategies based on organizational objectives.

Core Skills

Cross-Functional Collaboration, Market Research & Analysis, Technical Support, Strategic Planning & Execution, Troubleshooting & Diagnosis, Complex Problem-Solving, Solution Implementation, Process Optimization, Client Consultations, Windows Server, Active Directory, SharePoint, Microsoft Exchange, VMware, Meraki, Cisco, Dell & HP hardware, VPS

Personal Interests

DIY Creator Projects, aerial photography, live action role play, renaissance festivals, camping, technology, home automation