George Trossell

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**Profile.**

There is nothing that gives me greater pleasure than using my technical ability to solve customers’ problems with a solution that exceeds their expectations. I am equally comfortable working at all levels, whether it is explaining the business benefits of our products and solutions to “C-Level” executives, working with customers’ System Architects to develop a complete solution or working with the customers’ System Administrators to implement the solution.

**Bridgeworks Ltd July 2018 - Present**

Lymington, UK

Systems Engineer

Role

Work with sales to provide the technical support from initial sales call, through to the deployment, configuration and support of Proof of Concept (POC)

* Demonstrate to prospective customers how to self-deploy the Bridgeworks technology
* Provide full technical support to the customer during POC process
* Create, document and conduct test plans for Whitepaper creation
* Co-create and edit Whitepapers for review by industry

**Spectra Logic Corporation** **December 2012 – July 2018**

Bracknell, UK

**Solutions Architect January 2015 – July 2018**

Role

Working closely with all the different vertical EMEA sales teams to provide the technical element across the whole sales cycle for all the product set, from initial contact all the way through to final handover and beyond.

* Co-presenting the solution with the Sales Team
* Responding to RFQ and RFP
* Designing, implement and managing customer Proof of Concept programs
* Customer and Sales Training
* Working with customers to design and implement best practices
* Conducting feedback sessions with R & D and Support Engineering Teams

Achievements

* Architect of a 4PB deal for a large medical CCTV surveillance company
* Architect and project manager on a 4 year, multi-technology, multi-site deal with a deal expectation of up to £3 million
* Architect and project manager on another multi-year, multi-technology, multi-site deal with a deal expectation of up to £5 million
* Subject matter expert on all of Spectra's disk products in the EMEA Pre-Sales team
* Subject matter expert on Cloudian Object Storage in the EMEA Pre-Sales team
* Worldwide subject matter expert within Spectra on WAN acceleration. I have advised Spectra Engineering Product Management team about best practices, as well as re-establishing a relationship between Spectra and the world's leading WAN Acceleration Company
* Created an EMEA test and demonstration facility using Windows Sever 2012 R2 running Windows Hyper-V

**System Support Specialist August 2013 – December 2015**

As the second and third level support specialist for EMEA, I was solely responsible for providing remote support and assistance to the US based first level support team covering EMEA. I also had to provide second and third level support to any customers based in EMEA and any customers with a 24/7 service agreement.

Roles and Responsibilities:

* Providing onsite and remote trouble-shooting expertise on Spectra Logic products
* Providing onsite and remote integration support across the whole of Spectra’s Product range
* Investigating product integration issues with operating systems, firmware drivers HBAs, SANs, switches and software packages
* Creating, upon my own initiative, a complementary log analysing tool for Spectra's Flagship tape library (TFinity). The tool takes a pared down version of the libraries log set and performs an in-depth analysis of how the library has been operating over a time period. This tool has now been adopted as part of the Company’s standard toolkit

**Test specialist Intern March 2013 – June 2013**

**Education**

**University of Kent in Canterbury September 2008 – July 2012**

Master of Engineering in Electronic & Communications Engineering

Awarded: Second Class Honours, Upper Division (2:1)

**Certifications**

Cisco Certified Network Associate Routing and Switching (CCNA Routing and Switching)

VMware vSphere 6.5 Foundations

***Computing & Other Skills***

Applications:

Jira, CRM, MS Office (including Visio)

Programming Languages: C, C++, C#, Java, JavaScript and VHDL.

Scripting Languages: Python, Ruby, PowerShell and Bash.

Operating Systems:

Linux Ubuntu Desktop: 16.04.02+

Linux Ubuntu Server: 16.4+

Window Desktops: 7, 8, 8.1 and 10

Windows Server: 2008, 2012 and 2016

Windows Hyper-V

VMWare EXi

**Interests**

SCUBA Diving , Electronic engineering, Mechanical engineering, Sailing, Cycling, Playing and making music, Films, Music Festivals.

Member of the Institute of Electronics and Technology (IET) since 2008.

**References available on request**