**Paul Hill**

70 Harbury Road, Carshalton, Surrey, SM5 4LA

Experienced solutions engineer covering presales, consultancy and technical account management. Design, present and demonstrate bespoke solutions that meet the needs of the customers. Establish relationships with customers and technology partners. Responsible for creating the customer solution, Statement of works, associated costs and High-Level Design. Acting as interface into Sales, Commercial, Legal, Supplier Management, Product, Practice and Service functions. Support development and introduction of products; including piloting, testing, training, sales support ensuring service levels are compliant with internal standards and ITIL compliant.

* **New Business** - Presenting and demonstrating technologies and designing bespoke solutions to solve specific business problems. This role requires a high level of commercial awareness. Involved in successfully selling solutions of all sizes from SIP trunking through to multi-million-dollar network and voice outsource projects
* **Bid Response** – responding to RFI / RFPs, developing and documenting complex solutions with detailed bespoke pricing and timescales. Working with both internal teams (technical, financial, legal and commercial) and with 3rd party partners.
* **Consultancy** – providing vendor agnostic advice with respect to the features and benefits of technical solutions to solve business problems and ensuring that best practise is followed.
* **Technical Account Management** – Technical design authority and single point of contact for any technical issues. Working to ensure that customers are getting the maximum benefit from their solutions. Advising on the benefits of additional products and services to the customer.
* **Product Development** – supporting development of global products and introduction of US products to the EMEA market. Including piloting, testing, training, sales support and ensuring that service levels are compliant with internal standards and are ITIL compliant.

**IPC Systems Aug 2018 – May 2019**

A provider of Trader Turrets, specialised Voice and Data Services to the Financial Industry

**Customer Solutions Consultant (Pre-Sales)**

Pre-sales role supporting the sale of specialised trader voice communications systems to financial organisations within EMEA (specifically London, Paris, Brussels, Milan, Rome)

* Providing Trading Systems and Network Services to the Financial Community where security and compliance are critical. Creating and presenting live technology demonstrations on-site.
* Discussed, listened, demonstrated and proposed new Unigy trader voice solution within 2 months generating first phase of project worth 5m (USD)

**CAE Technology June 2017 – June 2018**

IT Infrastructure Solutions Provider

**Collaboration Pre-Sales Consultant**

Pre-sales specialising primarily in Unified Communications & Collaboration. Supporting regional sales teams in the UK across both Enterprise and Public sector.

* Identified gaps in standard productised solutions, suggested vendor authorised ecosystem partner resulting in proposing a pre-validated solution integrating with the customer systems environment and resulting in the award of a new contract worth approx. 6m GBP

**GTT Communications May 2016 – Feb 2017**

Global Telecommunications and Managed Services Provider

**Pre-Sales Engineer (Unified Communications Specialist)**

A pre-sales role working with all GTT products, data, security, voice and unified communications including hosted and cloud-based services.

* Went on site to troubleshoot, support and train an early adopter of our UCaaS solution leading to customer retention and substantial additional business worth 300k USD

**Sprint 2013 – 2016**

Global Telecommunications and Managed Services Provider

**Global Solutions Specialist (later International Product Solutions Manager)**

A Pre-Sales role with dual reporting lines into both international sales and product.

* Met challenging requirements of key managed services customers by identifying solutions and partners to resolve service gaps in core UC product. Supporting International expansion and successful testing of US products introduced to the EMEA market.

**Verizon Enterprise Solutions 2008 - 2013**

Global Telecommunications and Managed Services Provider

**Solutions Architect – Global Strategic Services**

* Winner of President’s Club award for sales high achievers 2010 for my role as UC tower lead in a multi-million-dollar global network outsource.
* Global Accounts (B-End) supporting the sale of numerous bespoke VoIP solutions and products including SIP trunking, Hosted IP Centrex, UCaaS, Managed IP PBX & Mobile.
* Achieved Cisco & Avaya certifications including Certified Voice Professional (CCVP / CCNP-Voice) and Cisco Sales Expert (CSE). Appointed as Cisco Trusted Technical Advisor (TTA) for UC&C.

**Computacenter UK 2007 - 2008**

IT and Managed Services Provider

**Lead Pre-Sales Consultant (Unified Communications & Collaboration).**

* Appointed Cisco Trusted Technical Advisor (TTA) by Cisco for Unified Communications. Working in the Connectivity Solutions Unit (CSU ex-Allnet) across multiple vertical markets.

**Affiniti (a division of KCOM / Kingston Communications) 2005 – 2007**

A Telecommunications company and Systems Integrator

**Solutions Consultant (Unified Communications & Collaboration)**

* Successfully designed and proposed solutions for customers in Finance and Legal sectors. Working closely with the sales force with both new and existing customers responding to tenders and preparing network design documentation and pricing.

**Cisco Systems - Contract Systems Engineer (Contract) 2004 –2005**

Technology Vendor

**Technical Projects Sales Engineer – Technical Marketing / Technical Briefing Centre**

* IP Telephony / UC Demonstrations for the Cisco Technical Briefing Centre and Executive Briefing Centre including design, operation, maintenance and presentation of demonstrations. Providing real-time technical demonstrations of IPT/UC solutions.

**ntl: Business (ex-Workplace Technology) 1999 – 2003**

Senior Pre-Sales Technical Consultant, City Finance Team

* Successfully designed and supported implementation of many WAN and Cisco LAN solutions including multiservice AVVID networks and IP Telephony.

**Paul Hill** - Skill Sheet. Cisco ID#CSCO10002005

Prometric (Drake ID) DT1571591 CNE ID#6514767

MCP ID#29802

In addition to the list of proctored exams below I have completed extensive technical and sales-based training covering a wide range of technologies. I have completed training for Microsoft Lync 2013 Core Solutions (70-336) and Lync Enterprise Voice (70-337). Completed Cisco Meraki CMNA Sept 2017.

Certification Exams Passed – Cisco, F5, Microsoft & Novell (most recent first)

|  |  |  |
| --- | --- | --- |
| Cisco Wide Area Application Services for Account Managers (re-cert) | 646-656 | 23/09/2010 |
| Cisco Implementing Unified Communications IP Telephony Part 2 | 642-456 | 09/07/2010 |
| Cisco Sales Expert v4 (re-certification) | 646-204 | 27/05/2010 |
| Cisco Troubleshooting Unified Communications (TUC) | 642-426 | 08/06/2009 |
| Cisco Implementing Unified Communications IP Telephony Part 1 | 642-446 | 27/03/2009 |
| Cisco Voice over IP (CVOICE) | 642-436 | 09/12/2008 |
| Cisco Quality of Service | 642-642 | 10/10/2008 |
| Cisco CCNA (2nd re-certification from pass in 1999) | 640-802 | 07/08/2008 |
| Cisco Implementing Unified Messaging | 642-105 | 01/08/2008 |
| Cisco Unified Contact Center Express Implementation | 642-164 | 18/07/2008 |
| Cisco Advanced Security for Account Managers | 646-562 | 20/03/2008 |
| Cisco Sales Expert v3 (re-certification) | 646-203 | 30/01/2008 |
| Cisco Lifecycle Services Express (re-certification) | 650-393 | 28/01/2008 |
| Cisco Advanced Routing and Switching for Account Managers | 646-003 | 25/01/2008 |
| Cisco Wide Area Application Services for Account Managers | 646-653 | 23/01/2008 |
| F5 BIG-IP V9 Local Traffic Management Advanced | EE0-512 | 12/10/2007 |
| F5 BIG-IP V9 Local Traffic Management | EE0-511 | 04/10/2007 |
| Cisco Lifecycle Services Express | 646-391 | 29/01/2007 |
| Cisco IP Communications Advanced Account Manager | 646-229 | 13/07/2006 |
| Cisco Sales Expert v2 | 646-202 | 04/10/2005 |
| Cisco CCNA (re-certification from pass in 1999) | 640-801 | 17/05/2005 |
| Cisco Support | 640-606 | 05/12/2002 |
| Cisco Remote Access | 640-505 | 26/02/2001 |
| Cisco Switching 2.0 | 640-504 | 19/01/2001 |
| Cisco IP Telephony | 9E0-569 | 01/12/2000 |
| Designing Cisco Networks | 640-441 | 21/01/2000 |
| Cisco Certified Network Associate | 640-407 | 08/10/1999 |
| Microsoft - Implementing & Supporting MS Proxy Server 2.0 | 70-088 | 29/09/1998 |
| Microsoft - Implementing & Supporting MS Windows NT Server | 70-043 | 03/02/1997 |
| Microsoft - Implementing & Supporting MS Windows NT Workstation | 70-042 | 21/01/1997 |
| Microsoft - Internetworking Microsoft TCP/IP on Microsoft Windows NT | 70-053 | 29/05/1996 |
| Microsoft - Networking Essentials | 70-058 | 24/04/1996 |
| Microsoft - Implementing & Supporting MS Windows 95 | 70-063 | 05/03/1996 |
| Novell NetWare 4.1 Installation & Configuration | 50-163 | 13/02/1996 |
| Novell NetWare TCP/IP Transport | 50-145 | 09/01/1996 |
| Novell NetWare 4.1 Administration | 50-152 | 19/12/1995 |
| Novell NetWare 2.2 System Manager | 50-020 | 21/04/1995 |
| Novell NetWare Service & Support | 50-153 | 04/04/1995 |
| Novell Networking Technologies | 50-147 | 15/03/1995 |
| Novell NetWare 3.1x Installation & Config | 50-132 | 01/03/1995 |
| Novell NetWare 3.1x Advanced Administration | 50-131 | 22/02/1995 |
| Novell DOS/Microcomputer Concepts | 50-015 | 16/02/1995 |
| Novell Certified NetWare 3 Administrator (CNA) | 50-390 | 16/02/1995 |
| Microsoft Windows 3.1 | 70-030 | 19/01/1995 |