Nine Mile Cottage, 15 Water Street, Bulford Village,

Salisbury, Wiltshire. SP4 9DZ.

Tel: 07801 206926 E-Mail: [mgray7651@hotmail.com](mailto:mgray7651@hotmail.com)

mark.gray7651@gmail.com

# **Profile**

Sales / Pre-sales consultant / Bid manager with over 30 years’ experience in the telecommunications industry. Experienced in developing value propositions for new solutions and products. Skilled in enabling individual and collaborative client value; maximising business performance and mitigating the risks associated with the investment, development or adoption of innovative enabling or disruptive technologies. A confident senior-level operator with the gravitas to build and influence relationships, who maintains a plethora of business development, technical, commercial and project leadership skills gained in industry. Adept at working with multi cultured virtual teams on a global level to achieve the desired output in terms of technically and commercially compelling bid responses.

Specific and additional competence:

* Proficient Pre-sales consultant / bid manager:
  + Requirements capture / Interpretation.
  + ITT / PQQ / RFI / RFP / RFQ analysis, understanding of the full tender and submission requirements.
  + Identification and liaison with senior operators and central team leads to gain buy-in to the business & commercial strategy.
  + Bid planning & preparation.
* Experienced commercial manager:
  + Adept at conducting commercial modelling in support of customer offers.
* Technical Author:
  + Expert at producing proposal documentation, case studies, business case and process documentation.
* Sales strategy:
  + Work with sales team on production of sales strategy depending upon current market situation, customer requirements and business drivers.
* Accomplished at developing / adapting process:
  + Ensuring continuity across customer offers with full approvals being recorded and auditable.
* Knowledge of mobile networks including voice and mobile data communications in the public sector and commercial mobile telephony networks. Technically minded with a passion for the understanding of new technology.
* Highly motivated and customer focused.
* Competent in Microsoft Office Suite, Excel, Word, PowerPoint, Outlook.
* Competent in Google G Suite, G Mail, Calendar, Google Drive.

# **Work Experience**

## **Career Break**

January 2019 - Present

## **Bid Manager / Pre-Sales Consultant**

Devoteam **UK Ltd**

Privately Held; 1001-5000 employees; Information Technology and Services industry

October 2010 – December 2018 (8 Years 2 Months)

*Devoteam UK Ltd, Network Transformation division is primarily a professional services organization, deliverables include, but are not limited to, network planning and optimisation, capacity upgrades, migration services, logical provisioning, architecture and design, End 2 End audit and monitoring.*

The role was to support the Telecommunications Network Transformation sales and management team, working in support of tier one telco operators and managed service suppliers in terms of:

* Direct sales
  + Account Management, project management, stakeholder management and delivery management responsibility
* Formal RFI/RFP/RFQ responses
  + End to end ownership, planning and execution of the bid lifecycle including commercial modeling and proposal production.
* Ad hoc unsolicited proposals to customers

Main responsibilities include sales strategy, business & technical requirements capture, proposal documentation production, commercial modelling and offer production, review and approval to submit, process adherence, project management, delivery management, stakeholder management and 3rd party vendor management.

Led a team in the revision of the End 2 End Sales & Delivery Lifecycle process development covering all areas including opportunity detection, sales, handover from sales to delivery, resourcing, delivery, handover from delivery to support, warranty & support.

Constant liaison with the engineering and delivery team[s] to ensure that projects are scoped correctly to allow accurate commercials to be produced, assumptions and dependencies documented, to ensure that there is no ambiguity when it comes to project delivery.

Selected Achievement’s

* As part of a small bid / sales team, grew a tier one mobile operator account from £1.6M per annum to £8.5M per annum within 2.5 years and maintained that level for the following 6 years.
* Defined new processes to ensure centralized storage of all proposal documentation and implemented a robust proposal approval process to maintain 100% accountability for all commercial offerings.
* Project / delivery management of numerous projects to fit customer requirements.
* Implemented and maintained ISO 9001 accreditation for Devoteam UK.
* Redefined the End2End Sales & Delivery Lifecycle process.
* Trained and supported junior colleagues in Bid Management / Pre-Sales activities and processes

## **Bid Manager / Pre-sales solutions consultant / Solutions Architect**

Airwave solutions Ltd

November 2008 – August 2010 (1 year 10 months)

*Airwave is a wireless PMR (Private Mobile Radio) system based on the TETRA standard and is a secure digital radio network designed for use by the emergency services and public services within the UK. With the ability to carry voice and data communications it offers complete secure coverage across the UK.*

The role was to support the sales team of Airwave Solutions Ltd (c. £350m /900 FTE) in the production of bespoke projects to specific public safety organisations in a new business capacity. My role targeted the Fire and Civil Resilience vertical where I supported the winning of major contracts with national procurement bodies/Central Government functions for the Fire and Rescue Services

Selected Achievement’s

* Acted as Bid Manager / Lead Solutions Architect responsible for a range of safety-critical / blue-light mobile data projects.
* Part of a select team defining an internal initiative to improve product introduction process capabilities across the solutions business area.
* Identified, designed and advised on new mobile solutions offerings, applying expertise from other markets.
* One of the technical representatives at BAPCO representing Airwave to demonstrate Fire & Civil Resilience control room applications

## **Sales Support Manager, Carrier Networks Northern Region & BT**

Nortel **Networks UK Ltd – Carrier Sales Support**

Public Company; NRTLQ; Telecommunications industry

June 2007 – July 2008 (1 year 2 months)

*Nortel Networks Corporation (Nortel), formerly commonly known as Northern Electric and Northern Telecom, was a*[*multinational*](https://en.wikipedia.org/wiki/Multinational_corporation)[*telecommunications*](https://en.wikipedia.org/wiki/Telecommunications)*and data*[*networking equipment*](https://en.wikipedia.org/wiki/Networking_equipment)*manufacturer headquartered in*[*Mississauga*](https://en.wikipedia.org/wiki/Mississauga)*,*[*Ontario*](https://en.wikipedia.org/wiki/Ontario)*, Canada. Nortel accounted for more than a third of the total valuation of all the companies listed on the*[*Toronto Stock Exchange*](https://en.wikipedia.org/wiki/Toronto_Stock_Exchange)*(TSX), employing 94,500 people worldwide.*

Provided management and leadership to the Carrier Pre-Sales Support Team responsible for Northern Europe, Middle East and BT, providing support for senior management to ensure the team is focused on the key deliverables. This role required close liaison with the regional sales leaders to understand and meet the objectives of the regions. Direct accountability on ensuring that priority is given to the regional ‘must wins’ and objectives are achieved for the year on Orders, Revenue and Margin.

Selected Achievements

* Successfully managed and prioritised roles and responsibilities within the support organisation to ensure the sales team received the correct level of support despite being involved in several optimisation exercises.
* Effectively introduced a sales incentivised program to the support organisation
* Active on the Nortel ‘Management Excellence’ program
* Mentored graduate trainee’s and developed them into reliable effective members of the sales engineering team

**Technical & Commercial Consultant**

Mykom UK Ltd

February 2007 – May 2007 (4 months)

Contracted to Nortel Networks UK Ltd to provide specialist technical and commercial expertise to a tier one UK mobile operator. Charged with the specific task of building a business analysis and feasibility study for the implementation of a Point to Multi Point (PMP) microwave backhaul system V’s a Point to Point (PtP) microwave backhaul system for a tier one operator in the UK.

Selected Achievements

* Produced detailed financial analysis of the current backhaul network compared to an upgrade to a PMP microwave network over a 5-year period, to include Capex/ Opex / License Fee’s.
* Delivered technical analysis of the preferred vendor against other vendors in the marketplace providing PMP systems.
* Conducted detailed market analysis of competitive ‘last mile’ access backhaul technologies as a direct comparison to a PMP system.

**Access Product and Solutions Manager / Bid Manager**

Nortel Networks UK Ltd - Carrier sales Support

July 2005 – January 2007 (1 year 7 months)

Access Product and Solutions Manager / Bid Manager responsible for providing technical and commercial updates on the product roadmap, involving in depth technical discussions on features and new product availability in GSM, GPRS, UMTS, WiMAX and Long-Term Evolution (LTE) programs. Responsibility for ensuring that all information was communicated effectively to a variety of customers throughout Northern Region, Middle East and BT.

Selected Achievements

* Ownership of the bid process and access solution strategy when responding to major RFI / RFP / RFQ and smaller bespoke opportunities
* Led technical presentations, commercial operations, deal structuring and negotiation at CxO level for a variety of WiMAX opportunities in the Middle East (Saudi Arabia, Kuwait, Iraq, Jordan)
* Defined the strategy and implemented the proposal generation to deploy a technology refresh and maintain shared incumbency status for a tier one mobile operator in the UK. Involved future proofing the network and implementing a strategy to move to LTE with minimum disruption (a deal worth c £120m)

**Technical Bid Manager**

Nortel Networks UK Ltd **– Global Technical Sales Support**

June 2003 – July 2005 (2 years 2 months)

GTSS global access prime working to support the Wireless account on all aspects of winning new 3G & 2G business and supporting the current 3G & 2G wireless business by providing technical and commercial expertise for all Wireless Pre-Sales activity.

Accountable for Global Pre-sales engagements from the first contact to the contract signing.

Selected Achievements

* Developed and implemented a revised opportunity qualification and approvals process for all wireless pre-sale’s activity
* Part of the technical response team that successfully won a UMTS access 2nd vendor contract with the largest tier one mobile operator in the UK (a contract worth c £300m over 5 years)
* Deployed to Pakistan for 2 weeks at very short notice to lead the technical and commercial elements of a major GSM tender for PCTL.

**Snr technical trainer / Team Leader**

Nortel **Networks UK Ltd – Nortel Networks Knowledge Services**

Public Company; NRTLQ; Telecommunications industry

2000– 2003 (3 years)

Responsible for the well-being, career development of a busy UMTS training team, main tasks included monitoring instructor workload, annual and quarterly appraisals, revenue and costing analysis, training department representative on team responsible for Lab build to facilitate UMTS training in UK.

UMTS trainer for internal and external customers, responsible for the tailoring of bespoke courses for specific customer needs.

**Technical Training Specialist**

Nortel **Networks UK Ltd – Nortel Networks Knowledge Services**

Public Company; NRTLQ; Telecommunications industry

1999– 2000 (1 year)

Technical trainer to Nortel personnel and a wide variety of customers in DMS100 switch maintenance, responsible for developing new courseware whilst adhering to strict deadlines, directly involved in keeping present courseware up to date to comply with the needs of the customer.

**British Army – Royal Corps of Signals**

1983– 1999 (16 years)

Provide communications expertise to senior executives, middle management and basic trainees:

Responsible for the planning, preparation, presentation of course material and the selection and reconnaissance of suitable communications sites.

Conducted planning, alignment and testing of complete radio relay trunk network systems requiring liaison with senior executives.

Member of a select team responsible for the restructuring and implementation of Royal Corps of Signals trade training enabling the introduction of ‘surge training‘ which resulted in the Royal School of Signals doubling the number of communications technicians deployed to the field army per annum at no extra cost, by optimizing the use of facilities and instructors already in place.

Site manager of an isolated detachment of 5 communications vehicles and 8 personnel, in the Former Republic of Yugoslavia.

Directly accountable for the establishment and maintenance of communications links in a multi - national trunk network.

Responsible for the welfare and physical security of personnel, vehicles and cryptographic material in an isolated location in a hostile operational environment.

Supervised a workforce of up to 20 skilled communications operatives in a busy training environment.

Planned and presented detailed demonstrations to outside agencies.

Overall responsibility for 8 radio relay installations valued at £300,000 each and 3 single channel radio access installations valued at £1,500,000 each. Accountable for all stores and technical equipment, instigation of regular inspections of equipment to ensure serviceability.

Worked in a range of technical support and operational roles in the UK & BAOR.

# Personal Information

Date of Birth: 23rd December 1964.

Interests: Football, Darts, Hill Walking, Motorcycles, Ten Pin Bowling, History, Travel

Driving License: Full, Clean License.

References: Available on request.

# Professional Development

|  |  |
| --- | --- |
| IITT (Institute of IT Training) Accredited | Finance for non-financial managers |
| Team Leader development | ITIL Foundation |
| Nortel Networks Emerging Leader Program | Lean Six Sigma Yellow Belt |
| ‘SERIOUS selling’ sales course | Target Account Selling |
| MS Office Suite | Google G-Suite |