**Nicholas Burkinshaw**

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**Professional Profile**

Nic is a highly adaptable and experienced technology specialist with a compelling track record in regional technical product management, account management, pre-sales and engineering roles across EMEA.

Nic would boost your business as a trusted advocate for leading-edge technology:

* Deliver as a product champion - internally, with partners and with customers
* Build and support channel to market; deep engagement with partners
* Work with engineering, partners and customers to deliver excellent solutions
* Provide key information to engineering around market trends
* Understand and distil customer needs
* Evangelize the product, solution, company

**Key Skills & Achievements**

* **Breadth of Technology Experience:** Former engineerwith experience across the SDLC (Software Development Life-Cycle), deep insight into market trends, competitor offerings and client requirements. With Symantec supporting SaaS enterprise mobility solutions including BYOT (bring your own technology), DLP (data loss prevention), application and device management solutions for mobiles and other devices; solutions for Telco (CSP) specific endpoint security products and management solutions. IoT (Internet of Things) knowledge of devices, communications and servers. Earlier experience includes pre/post-sales in application streaming and virtualization, thin client hardware and software, cloud computing solutions, audio-visual and print systems.
* **Client Engagement:** Highly credible with C-level technical and commercial decision makers. As Regional Principal Product Manager at Symantec supported local sales teams by delivering clear and compelling presentations on the strategic value that the Symantec portfolio offers clients. Positioned Symantec to access future opportunities through knowledge of client needs and swift response to requests. Track record in sales/sales support roles - Applause awards for successful customer engagement – won outstanding sales support awards at AppStream and Netier Technologies.
* **Proposition Development & Delivery:** Strong communication skills; highly effective at co-ordinating multi-disciplinary teams of in-house sales, development and delivery personnel and 3rd parties to realise opportunities. Assesses client priorities, challenges and existing enterprise to translate business requirements into clear functional specifications. Works with global development teams in agile development processes to build tailored solutions to tight deadlines. Liaises with client and partner Project Managers to ensure seamless deployment.
* **Troubleshooting, Issue Resolution & Product Optimisation:** Strong customer service skills. Supports clients through and beyond the on-boarding process, providing impactful training, resolving immediate issues and ensuring escalated cases are swiftly resolved. At Wyse Technology provided first line European technical support for specific products. Sole technical resource for AppStream across EMEA.
* **Regional Partnership Management:** Success taking Symantec products to market underpinned by trust-based relationships with partners. Models a commitment to mutual success and ensures partner personnel have a deep understanding of Symantec products.

**Career History**

**August 2015 – present: Thinnovation Ltd**

*IT consultancy with a focus on cloud server infrastructure, Internet of Things (IoT) and application containerisation.*

I am the technical half of Thinnovation, which is a consultancy acting as an agency/reseller for innovative desktop & mobile computing solutions across EMEA. We work with emerging US software companies that provide solutions in the virtual desktop infrastructure (VDI) space to build and support business channels. We can also provide the expertise to design a complete endpoint solution – security, scalability, containerization of apps and processes to deliver best fit on desktops, laptops, tablets and smartphones. Additionally, I am developing IoT hardware, LPWAN, GSM, GPS and sensors to feed telemetry data into a cloud service providing remote monitoring and data-logging. This solution is in pilot phase and will be launched through <https://remon.uk/> – also reference <https://thinnovation.com/>

**April 2008 – August 2015: Symantec**

*US technology company providing cutting edge security, storage, backup & availability software development and professional services to clients across the globe*

**July 2012 – August 2015: EMEA Regional Principal Product Manager (Mobility Solutions), Symantec**

* Provided product management input for enterprise mobile management and security solutions, working in multi-disciplinary matrix teams across the Symantec Endpoint Management & Mobility group.
* Developed expertise in application containerisation for Android and iOS.
* Built relationships with C-level clients, partners and distributors across Europe.
* Supported sales teams throughout EMEA to deliver leading-edge application and device management.
* Worked in an agile development process, generating user stories in JIRA and working in teams to stack-rank and manage feature backlog.
* Managed portfolio of 10-15 live opportunities concurrently.
* Led face–to-face and remote presentations to clients and partners to outline roadmap and potential of products.
* Identified client needs and worked with partners and Symantec engineering teams to develop solutions and deploy pilot environments.

Key Achievements

* Co-developed a well-received strategic plan for EMEA, analysing the market, identifying opportunities, and developing a win/loss database that is now used across the business.
* Complimented by key joint-initiative global partner for work with CSP in Italy for speedy and effective solution to coding problem affecting tablets used by in-store sales staff that incumbent supplier had failed to address. Worked on-site to assess issue then briefed Symantec engineers to develop solution for testing within 48 hours. Documented case to share learning across Symantec. Result was increased trust between partner and Symantec and initial $100,000 opportunity, increasing to a solution for 160,000 users and $3million p.a. across a global market within this one CSP.
* Introduced by local team to phone handset manufacturer in Finland and having successfully presented Symantec roadmap was asked for specific customisation – worked with PM and engineering to provide live demo whilst competitors were still showing slide-ware.
* Supported in-country team in Denmark to take Symantec solutions to 3 local government opportunities; in one case managing a multi-disciplinary product/engineering team to migrate from on-premises to cloud-based solution.
* Delivered successful presentation, outlining the new threat protection strategy to Partner Sales Academy in Croatia, covering enterprise security, endpoint management and mobile products.
* Worked closely with engineering in India, translation teams in Ireland, sales teams in Spain and PM in USA to ensure localisation of threat protection solution console product for a global CSP targeting the LAM market – adding Spanish and Brazilian Portuguese language support.

**May 2011 – July 2012: EMEA Regional Principal Product Manager, (Endpoint Virtualization) Symantec**

* Promoted endpoint virtualization solution to partners, customers and within Symantec.
* Delivered customer feedback to product development teams and inputted into product strategy.
* Trained and supported partners to promote and deliver the product.

**April 2008 – April 2011: Principal Systems Engineer, Symantec**

* Pre-sales engagement with customers and partners across EMEA covering application virtualization, streaming, license management, virtual roaming profiles and virtual workspaces.
* Managed development of pilot and full-scale deployment of these technologies.
* Trained Symantec technical and sales staff.
* UK technical lead in closing $4m deal into global financial services customer March 2011.

**October 2006 – March 2008: EMEA Technical Manager, AppStream, Inc**

*On-demand software distribution and software license management tools*

* Contracted by AppStream through own company, Thinnovation Ltd., to develop and support channel partners for the AppStream software product.
* Managed AppStream’s technical presence across EMEA including pre-sales, professional services, training, press review and integration with Altiris EMEA SVS SE team.
* Engaged with and advised clients including multi-national financial and manufacturing companies.

**October 2005 – September 2006: Self-Employed IT Consultant**

* Worked with Avnet to provide remote and on-site technical pre- and post-sales support for WYSE and ChipPC thin client hardware and software solutions.
* Developed video surveillance product using video DSP technology and an embedded Linux mobile platform. Project managed web site implementation for several companies.

**April 2001 – September 2005: Software Consultant, Wyse Technology** *(Cloud computing)*

* Recruited as Senior Engineer following acquisition of Netier by Wyse. Supported software and hardware products in the UK and Linux embedded devices across Europe.
* As Manager of European Business Development, was first line European technical support for Rapport (subsidiary of Wyse), including a long relationship with a German government body.
* Developed mixed product solutions across networks, operating systems, middleware and hardware manufacturers in the embedded device space.
* Developed and implemented a Professional Services process that enabled Wyse to sell a comprehensive deployment solution for their products in any enterprise network environment – leading to work with major retail, manufacturing, financial and government organisations.
* Provided all UK-based training for Wyse’s device management software.

**Feb 2000 – Apr 2001: European Technical Manager, Netier Technologies** *(acquired by Wyse)*

* Product support for hardware and software across Europe including demonstration, presentation, development and training for distributors and end-users.
* Europe contributed 20% of unit sales in 2000 and was most successful region outside of USA.
* Won Award of Excellence in appreciation of outstanding sales support in 2000.

**Education & Training**

* Courses on Citrix MetaFrame Administration, Microsoft SQL 7 Administration, Network Connectivity & Huthwaite SPIN Sales Training
* HND Electrical & Electronic Engineering

**Key Technical Expertise**

* Microsoft & Linux operating systems at server, desktop and embedded levels.
* C/C++ coding on Microsoft and Linux platforms.
* Use of AWS features, including EC2, S3, Route53 and CloudFront to deliver static websites.
* Pilot deployments within virtual infrastructure environments from VMware, Azure and VirtualBox.
* Use of Python, javascript, Node.js, docker, vagrant, GitHub.
* Development of web services interface for SaaS implementation using HTML, CSS, Node.js and NoSQL databases.
* Embedded Linux system development with ARM mbed, C/C++ & javascript.
* Java code development of device remote management application, including threaded server.