Dan Tembe

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Summary

A results-driven technologist with expertise in Observability, AIOps, and ITOM solutions, combining deep technical knowledge with sales and customer engagement skills. Proven track record in pre-sales solution design, customer success, and technical troubleshooting. Adept at identifying customer pain points, demonstrating value, and driving adoption of observability solutions in large enterprises and service provider environments.

Skills

Technical Sales & Pre-Sales

- Pre-Sales & Solution Consulting

- Value-Based Selling & ROI Justification

- Technical Demos & Proof of Concepts (POCs)

- Customer Engagement & Objection Handling

- Sales & Technical Workshop Facilitation

Observability & AIOps Expertise

- IT Operations Management (ITOM) & IT Service Management (ITSM)

- AIOps Strategy & Event Correlation

- Multi-Vendor Observability Tools (ScienceLogic, ServiceNow, LogicMonitor)

- Infrastructure as Code (IaC) & Automation (Ansible, Git, Terraform)

Business & Leadership

- Cross-Functional Sales Collaboration

- Stakeholder Management & Executive Communication

- Managed Services & Recurring Revenue Growth

- Global Organizational Leadership

Experience

Senior Customer Solutions Architect at ScienceLogic. Reston, VA. 10/23 - Present

Currently part of a high-performing team of subject matter experts (SMEs) in Customer Experience (CX) and Professional Services (PS).

Partner closely with sales and pre-sales teams to position ScienceLogic SL1, PowerFlow, and RestorePoint as the preferred observability solutions for enterprises and service providers.

- Conduct technical workshops, demos, and proof-of-concept (POC) engagements for customers evaluating SL1.
- Lead troubleshooting sessions to address customer challenges, showcasing the value of ScienceLogic's AIOps, event correlation, and automation capabilities.
- Drive adoption by identifying upsell/cross-sell opportunities and working closely with account executives.
- Function as a trusted advisor to enterprise and MSP customers, helping them align observability strategies with business goals.

By leveraging my deep knowledge of ScienceLogic SL1, PowerFlow, and RestorePoint, I have successfully helped enterprise customers implement scalable observability strategies, improve automation, and reduce incident response times. Specialized in bidirectional integrations with ServiceNow modules, including Incident Management, ITOM Event Handling, Case Management, and CMDB synchronization.

I have had the opportunity to develop my coding skills (Python 3.x), as I performed implementations across a variety of clients in SaaS and OnPrem environments.

Senior Director, Managed Services at NetFabric IT Solutions. Oklahoma City, OK. 11/22-Present

Oversaw all aspects of the Managed Services business unit, reporting directly to the CEO. I participated in Senior Executive Meetings and was responsible for direction of recurring business.

Partnered with sales and marketing teams to develop high-margin managed services offerings.

- Delivered technical presentations and pre-sales support contributing to new business growth.
- Worked with prospects to identify observability gaps and position the right solutions.
- Designed automated monitoring solutions using AIOps & ITOM platforms, improving customer uptime and reducing ticket volumes.

Optimized monitoring tools to meet service-level commitments and reporting requirements. Audited customer SOWs to identify gaps and enhance service delivery.

Lowered Incident volumes by implementing streamlined onboarding, NOC feedback loop, event suppression, deduplication and enrichment processes.

Worked with executive leadership team to engage in resource realignment roadmap for FY 2023-2024. Additionally, in the process of finalizing a services roadmap for managed services for the next 36 months.

Director, Managed Services, DevOps & ServiceNow at General Datatech LLP. Dallas, TX. 01/19 – 10/22

Management responsibilities for people, process, and technologies across IT Service Management (ITSM) platform, IT Operations Management (ITOM) platform, & DevOps / Automations practice.

Enabled MS growth via offering high margin leading edge solutions via MS platform, reduced operational tools costs by right-sizing the platform subscriptions, migrated high-cost low-margin solutions to alternate delivery, while growing high margin solutions.

Reduced ITOM cost down by 28% during renewals by identifying & removing underutilized subscriptions, auditing for overlaps and proper vendor management workflows. During this same period added development capabilities to the ITOM platform to deploy runbook automations for reducing mean-time-to-resolve (MTTR).

Right sized the domain separated multi-module deployment of ServiceNow utilized by Corporate, Managed Services and Hybrid Cloud Services. Implemented multi-technology (OKTA, Azure AD and RSA) SSO / MFA solution for various security (FedRamp Moderate, US Citizen compliance, and customer security constraints) requirements.

Obtained and managed ServiceNow (SN) partnership, through ITOM integration application development. Managed the partnership, presales pipeline and post sales delivery. Helped build a Go-To-Market strategy, around complex integration solutions. This enabled us to differentiate us from other SN eco-system partners.

Implemented DevOps Automation workflows and scalable platform for staging automations. This resulted in an average of 1500 hours cost reduction on every major carrier staging and testing project, in comparison to our manual build process.

Enabled Enterprise Data Warehouse (AWS redshift, lambda, Rest/JSON integrations) solution with a PowerBI front end.

We successfully changed MS Operations team to run as a profit center from a cost center over the course of the 24 months. Along with implementing a mix of onshore and offshore resources.

DevOps Head, at Carousel Industries, Dallas, TX. 04/16 –08/18

Design, lead, implement, optimize enterprise framework tools for monitoring and managing managed services client environment. Focus on automation and ITIL process alignment. Build a roadmap for managed services around Unified Communications in multi-vendor environments, Hybrid Cloud and IoT. Part of Technology and Services Enablement leadership team and owner of the managed services platform architecture road map.

ServiceNow ITSM/ITOM design, architecture, and deployment for automations & streamlining processes around all internal and client environments. Designed ITOM platform expansion for IoT solutions for smart cities and healthcare deployments of smart devices using multiprotocol communications (MQTT, CoIP, and AMQP) for services expansion.

Service Delivery (Tech) Manager, at Hewlett Packard Inc., Plano, Texas, Dallas, TX. 01/13 – 04/16.

Virtual CIO (vCIO) functions for Client Experience (CX) covering voice, video, and collaboration for "asset on books" program for three global multinationals as part of the Avaya Managed Cloud Services (APCS) team. This included a 2000 seat geo-separated contact center deployment. The combined ARR of $24MM. Managed team of support, engineering, and architecture for assigned clients through the lifecycle of customer with Avaya/HPE. I was accountable for ensuring global logistical challenges were mitigated, to ensure SLA adherence for global product deployment in complex regions, such as China, Russia, Israel, Brazil, and India.

Managed CxO level relationship at all engagements through quarterly review session and being the single point of contact for executive escalations. Avaya divested Managed Services to HP Enterprise Services which provided services back to Avaya Inc.

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IT Security Director (Consulting Services), at Generic Solutions Inc. Dallas, TX. 03/12 – 01/13

Designed and implemented SIEM solution with EMC (RSA) Envision platform for a multi-national Healthcare Services Provider with Security Operations Center (SOC), in Dallas, TX & Hyderabad, India. Built security compliance policy rules, based on HIPPA, SOX, & PCI.

Enterprise Platform Architect / Program Manager, at Siemens Enterprise Communications (SEN), Irving, TX & Panajea Partners, New York, NY. 07/05 – 03/12

Enterprise Management Solutions Architect, at ACS Inc. Dallas, TX. 06/02- 05/04

Professional Services Consultant, at BMC Software Inc. Dallas, TX. 3/01- 05/02

Technical Project Manager, at CompuCom Systems Inc. Dallas, TX. 05/98 – 07/00

Certifications
ScienceLogic SL1 Professional & Expert (Jan-Feb 2024)
LogicMonitor – LMCA,LMCP,LMCI & LMCD (Jan-Mar 2023)
ServiceNow – Presales, Sales, and Technical Certifications (various), Jan 2022.
Splunk Certified Core User, December 2018
ITSM – ITIL Foundation Certification (2011 version), January 2015
Diploma in Client/ Server Applications Development (Oracle/C+/SQL), April 1998

Citizenship
Citizen – United States of America.
OCI – India.

Technical Expertise
- **Observability & AIOps**: ScienceLogic SL1, ServiceNow ITOM, LogicMonitor, Splunk
- **Automation & Scripting**: Python, Ansible, Git, Terraform
- **IT Operations & Cloud**: ITOM, ITSM, Site Reliability Engineering (SRE), Hyperconverged Infrastructure
- **Security & Compliance**: SOC2, ISO27001, FedRAMP, MFA (OKTA, Azure AD, RSA)