

JONATHAN GIRON

EXECUTIVE PROFILE

IT professional with over 10 years experience as an IT Pre-Sales/Post-Sales Engineer. Facilitated and achieved a \$3.5 million yearly sales quota, focusing on IBM and Red Hat middleware, Cloud Native apps, and networking. Always open to experiences, new challenges, and adapting to new roles.

PROFESSIONAL SKILLS

Extensive experience in consultative selling including serving as a subject matter expert in Hybrid Cloud, Integration, and Middleware Solutions
Excellent interpersonal and communication skills
Leadership experience through manager and supervisory roles
Strong Technical Support and Infrastructure Skills
Strong analytical and problem-solving skills
Ability to efficiently work independently and as a member of a team

FIELDS OF INTEREST

Microservices
Containers
Sales
Networking
AGILE
Cloud Native apps
Azure
Public and Hybrid Cloud
AWS
Cloud, Infrastructure and Customer Support

CONTACT DETAILS

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EDUCATION AND TRAINING

UNIVERSIDAD DON BOSCO, EL SALVADOR

Systems Engineering

Bachelor Degree 2009
Oracle Databases and Networking Specialization

CERTIFICATIONS

IBM Cloud Essentials
IBM Cloud Technical Advocate
IBM DB2
Automation Anywhere Partner Sales Professional Accreditation
Automation Anywhere Partner Sales Engineer Accreditation
Automation Anywhere Control Room Administrator
Automation Anywhere Business Analyst
Fortinet NSE 3
Cisco CCNA (expired)
Cisco CCDA (expired)
Microsoft Azure Fundamentals
Red Hat Delivery Specialist - API Management
Red Hat Sales Engineer Specialist - Container Platform
Red Hat Sales Specialist - Agile Integration
Red Hat Sales Specialist - Cloud Native Development
Red Hat Sales Specialist - OpenShift III

WORK BACKGROUND

SOLUTIONS ENGINEER

meshIQ | May 2023 - May 2024

- Use technical Creativity and business acumen to illustrate the value that meshIQ provides as an observability and monitoring solution
- Engage and articulate product positioning to both business and technical users.
- Assist with strategy within target accounts by building customer relationships
- Propose technical and creative business solutions in support of sales activities.
- Provide Technical demos of our cloud and on-prem meshIQ platform for prospective customers
- Conduct complex Proof of concept projects on live client networks for financial, retail health care, and manufacturing industry prospective customers.

RETAIL SALES CONSULTANT

AT&T | April 2022 - May 2023

- Establish rapport with customers and provide excellent customer service
- Problem-solving different customer scenarios by providing customers with the best-suited solution
- Achieving and exceeding monthly sales quota
- Providing Sales support and consulting to every customer
- Identify business opportunities, follow up, and closure as needed

INTEGRATION SALES ENGINEER

GBM, EL SALVADOR | April 2017 - December 2021

- Strengthen consultative sales based on professional experience on how technology can support the client's business processes
- Provide presales and postsales Support and consulting to Clients in the deployment of Software and Hardware Solutions focusing on IBM, Red Hat, and HCL Middleware products such as Websphere Application Server, ACE, Datapower, BPM, JBOSS, OpenShift, Domino, MQ, and API Connect
- Promote incorporation of new information technologies to improve business objectives through the use of Agile Platforms, Hybrid cloud, Infrastructure as code, microservices, hybrid cloud, Cloud Migration, API economy, best practices, DevOps, AI, middleware platform, and process automation
- Identify business opportunities that contribute to product sales growth: such as Cloud and software solutions and Managed Services
- Transforms Clients' needs into a Clear Solution Roadmap
- Generate new ideas that allow innovation and continuous improvement of the business unit
- Calculate client quotations associated with Middleware in IaaS, PaaS, and SaaS, Cloud Management, Integrations of platforms, Application Server, Containers Platforms, and microservices
- Handling Customer support and escalations with the Project Manager to ensure successful solutions Deployments and delivery
- Offer post-sales support services
- Serve as the main technical contact to the sales department
- Coordinate with internal teams integrating cross-technology hardware, software solutions, and outsourcing services
- Make technical presentations and demonstrate how a product will meet client needs

SaaS Sales Engineer

TELEFÓNICA | September 2014 - April 2017

- Assessed design and architecture of mobile applications, networking, and cloud apps such as Cloud IaaS solutions, PaaS and SaaS, CRM, networking solutions, Cybersecurity Solutions, MDM and M2M solutions
- Made technical presentations and assisted in closing sales
- Established new, and maintained existing relationships with partners and customers.
- Prepared quotes and statements of work
- Developed and implemented new products
- Supported marketing by attending trade shows, conferences, and other marketing events
- Problem-solved and guided technical assistance and product education
- Performed quality testing of new services in coordination with the Product Manager
- Conducted migrations of SMS and VAS services and coordinated new platform production launches
- Provided training and produced supporting material for the sales team
- Technical Support during Solutions/Product Implementation

NETWORKING SALES ENGINEER

ITS INFOCOM | August 2013 - August 2014

- Designed networking solutions for ISPs and Enterprises
- Acted as a subject matter expert for clients and sales department
- Established new, and maintained existing relationships with partners and customers
- Presented new products and traveled to visit potential clients
- Prepared Quotes, RFP, RFI, and SOW according to business needs
- Technical Support during Solutions/Product Implementation

NETWORKING ENGINEER

ITS INFOCOM | January 2012 - August 2013

- Designed networking solutions for ISPs and Enterprises
- Performed topology implementations
- Troubleshooting, resolving, and communicating networking issues to other employees and management.
- Assisted in partner network integration, testing, and monitoring during BTS Bandwidth migration and NodeB and RNC in a 3G network
- Coordinated with different areas such as implementation, infrastructure, and engineering departments to liaison with operations and sales teams and other technical experts
- Managed a team of eight (8) field support technicians to ensure project fulfillment, budget administration, and management of time constraints