

JASON SILVIA

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SKILLSETS

- Solutions Architecture
- SCADA
- Training and Mentoring
- Marketing Automation
- Technical Writing
- Enterprise Technical Support

PROFESSIONAL BACKGROUND

DUNN CONSTRUCTION ANALYSTS - Rochester, NY

2021 - Present

ASSOCIATE SCADA TECHNICAL CONSULTANT

- Accelerated SCADA system implementation through the adept configuration of servers and UPS's.
- Collaborated with Senior Field Engineers on commissioning activities for solar SCADA, and DAS systems.
- Optimized SCADA and DAS system implementations through the configuration and setup, of RTUs and RTACs.
- Accelerated deployments by conducting in-depth single line diagram analysis on Also Energy SCADA products.

DELL TECHNOLOGIES - Hopkinton, MA

2019 - 2020

TECHNICAL SOLUTION TRAINING COURSE MANAGER

- Collaborated with product engineering to create customized training content for solutions architects.
- Collaborated with engineering, sales, and marketing, to upgrade existing sales engineering training courses.
- Provided strategic guidance to leadership on optimizing training content delivery systems and methodologies.

DELL TECHNOLOGIES - Hopkinton, MA

2017 - 2019

ENTERPRISE SOLUTIONS ENGINEER

- Achieved revenue growth by closing 100k+ deals by acting as the technical advisor for sales campaigns.
- Enhanced customer retention rates through the delivery of technical site analysis and providing custom demos.
- Elevated technical proficiency of new hires, by creating the top-rated solution training course for four quarters.

DELL TECHNOLOGIES - Hopkinton, MA

2015 - 2017

ENTERPRISE TECHNICAL SERVICE ENGINEER

- Improved customer satisfaction rates by developing comprehensive battery backup knowledge-base articles.
- Reduced customer issues, by documenting enhancements to storage array power management processes.

EDUCATION

NEW ENGLAND INSTITUTE OF TECHNOLOGY - East Greenwich, RI

2011

BACHELOR OF SCIENCE – INFORMATION TECHNOLOGY

ADDITIONAL SKILLSETS

ServiceNow, PreSales, Technical Site Analysis, Cloud Storage, Data Storage, Data Protection, Project Management, IT Networking Protocols, Adobe Suite, MS 365, Salesforce, Ignition,