

# JASON SILVIA

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<https://linkedin.com/in/jasonsilvia>

## SKILLSETS

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- Project Management
- Training and Mentoring
- Solutions Architecture
- Security
- Data Center Hardware Infrastructure
- Data Storage

## PROFESSIONAL BACKGROUND

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**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 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 ARCHITECT**

- 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

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**NEW ENGLAND INSTITUTE OF TECHNOLOGY** - East Greenwich, RI

**2011**

### **BACHELOR OF SCIENCE – INFORMATION TECHNOLOGY**

## ADDITIONAL SKILLSETS

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Data Storage, Data Protection, Cloud Computing, Data Center Operations, VMware, File Storage, Object Storage, Structured Data Storage, Storage Arrays, Servers, Technical Sales, Technical Instruction, Technical Support, Networking