

Jason Boylan

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ACCOMPLISHMENTS

- Primary TAM on ADP opportunity and closed \$1.4 Million deal of NLR (Q2 2012)
- Primary SA on Interactive Data (Serena SSM) and closed 265K deal (Q4 2011)
- Developed a new Serena SBM time carding solution that translated to over 600K of direct sales in 2010
- Created project on-boarding process (Project Demand Management) in conjunction with Product Management that led to additional customer interest and sales
- Serena SA “Hustle” award winner 2011
- Certified Agile ScrumMaster

EXPERIENCE

Technical Account Manager February 2012-July 2012

Rally Software, Inc., Portland, OR

- Lead product presentations and demonstrations to executive and management audiences in support of their Agile transformation
- Manage product trials and prepare RFP/RFI responses
- Coordinate resources to facilitate additional sales, training and consulting
- Collaborate with the local Agile community

Solutions Architect, January 2007-February 2012

Serena Software, Inc., Portland, OR

- ITSM//BPM/PPM/Agile/SDLC Solution Specialist (Federal and Commercial)
- Design solutions independently and in concert with Account Managers to drive adoption of Serena’s solutions and solve customer business issues
- Expand technical and business relationships and penetration of assigned accounts
- Present and demonstrate Serena products and solutions to current and prospective customers, while participating in sales calls as the primary technical resource
- Support prospective customer product trials by gathering technical requirements, performing product installations, providing basic training, and demonstrating how the product meets the stated requirements
- Assist the Technical Response Coordinator as needed with replies to RFP’s and RFI’s

Sr. Technical Lead July 2006-January 2007

Serena Software, Inc., Portland, OR

- Answered complex technical questions on installation, function and use of products
- Diagnosed and resolved escalated customers product issues and minimize further escalations
- Effectively utilized the customer support database for tracking and documenting support issues and their resolution
- Diagnosed, researched and independently resolved users’ technical issues concerning product functionality, installation and configuration
- Determined the appropriate escalation level and delegated all or part of the issue when advanced technical resolutions were required due to product defects and/or non-standard customizations
- Kept customer informed of status, timing and methods of resolution, in a high quality, professional manner, until issue was fully resolved

Systems Admin / Technical Lead/ February 2004-July 2006

Hewlett-Packard/TreeTop Technologies, Boise, ID

- Managed 2 TeamTrack (BPM tool) tier 1 technicians
- Worked independently, organizing and prioritizing workload
- Planned, developed, implemented and maintained Business Process and Change Management solutions
- Responsible for 4 TeamTrack Servers /1200 users globally

I.T. Technician II, January 1997-December 2003

United Parcel Service, Boise, ID

- Internal/External I.T. Technician for Idaho (including areas of Oregon, and Nevada)
- Internally supported Servers, Workstations, LAN/WAN, Cisco routers, mission critical equipment, etc.
- Administrative tasks included hardware/software implementation, maintenance, & support
- Externally responsible for all UPS provided equipment (hardware & software)
- Achieved 100% service level agreement for over 1 year to over 150 customers
- Maintained software licensing to ensure compliance
- Maintained hardware inventory

IT Technician, January 1993-December 1997

DB Systems, Boise, ID

- Troubleshoot, maintained and repaired personal computers/laptops
- Hardware/software sales (retail and business)
- System installation configuration and maintenance

EDUCATION

Ohlone College – 1994