**Neil Alan Dorsey**

6750 Leopolds Trail ■ Haymarket, VA 20169 ■ 816-728-8274 (cell) ■ 571-261-9984 (home) ■ [NeilDorsey@outlook.com](mailto:NeilDorsey@outlook.com)

**Senior Technology Executive**

Team Leadership ■ Technology Strategy ■ Innovative Solutions ■ Implementation & Operations

Over 20 years of experience leading complex IT and Network/Telecommunications projects with a focus on Technical Engineering, Operations, and Product Development management. Build and lead teams of 30+ technical experts while managing $1M+ budgets and delivering innovative solutions that exceed customer expectations and provide a mechanism for revenue growth. Known for a relentless drive to lead and inspire exceptional service provider teams to create large-scale, positive-impact products.

EXPERTISE

* Manage large cross-functional teams
* Develop & launch new products
* Employ emerging technologies
* Manage product lifecycle
* Devise strategic & tactical approach
* Cultivate client & customer relationships
* Engineer innovative solutions
* Lead & Direct network technical operations

# IT MANAGEMENT EXPERIENCE

**Charter Communications**, Herndon, VA 2016-Present

Director, Sales Engineering – Spectrum Enterprise

* Management (hiring, staffing and development) of a diverse regional SE team.
* Development and execution of sales engineering/solution architecture and/or complex opportunity strategies.
* Provide technical expertise to sales organization for the selection, implementation and development of competitive product solutions.
* Present high-level solutions to customers, channel partners and company management.
* Complete product and service feasibility analysis and other analysis (TCO and ROI) for SE/Solutions Team, as necessary.

**Charter Communications (Formerly Time Warner Cable)**, Herndon, VA 2013-2016

Director, Technical Solutions & Product Development – Spectrum Enterprise

* Technical Solution Management
  + Define Technical Solutions for Enterprise level customers (100+ Employees and $25K+ MRR).
  + Define and create detailed technical, functional and business requirements for fiber-based Ethernet and IP/MPLS services.
  + Assists Sales and Sales Engineering with professional consultative and strategic sales efforts.
* Service Management & Business Intelligence – Usage Management and Analysis
  + Used analytical techniques and critical thinking to define a low-cost sales acquisition mechanism/ process to accelerate revenue growth.
  + Managed the operational BI reporting strategy for the $1B+ Fiber-based - IP and MPLS transport services by defining and tracking KPI’s relative to voice and data services.
  + Provide Usage reports to Business Class Product teams, Marketing and Sales to identify and target specific Sales Channels, Customers, and markets for Marketing Promotions and Upsell opportunities.

**Time Warner Cable**, Herndon, VA 2007-2013

Director, Product Development & Operations – Business Class

* Managed a diverse team of Project Managers, Engineers, Service/Ops Managers Cross-Organization Support Teams.
* Managed an annual budget of $5M+ for development, operational and contractor expenditures.
* Managed Projects utilizing Agile, Critical Path Method (CPM) and Waterfall project management methodologies.
* Led the Engineering and Development efforts of the industry’s first DOCSIS-based Metro-Ethernet Service.
* Managed large, complex and long-term technical projects that included Cross-Functional Teams, budget, vendors and contract resources for development and deployment efforts.

**Time Warner Cable**, Kansas City, MO 2005-2007

Sr. Manager, Commercial Technical Support

* Managed a 24x7 regional operations team that consisted of Network/Systems Engineers, Tier 3-4 Support Technicians to provide Hub and Data Center Support.
* Engineered, Planned and managed the deployment of the Commercial Regional Area Network to deliver Business Class data services, including Ethernet, IP/MPLS services and data-center cloud switching/routing services.
* Established KPI’s (metrics) to forecast usage and growth by product and market area.
* Led Regional Sales Engineering efforts which contributed over $3M in annual sales revenue.

**Time Warner Cable**, Kansas City, MO 2001-2005

Regional Manager, Commercial Support

* Defined and implemented the market level Commercial support structure which included the creation of job descriptions, hiring and training.
* Led a team of 12 engineers responsible for 24x7 Data-Center and DOCSIS Infrastructure – Routers, Switches, CMTS’ and DWDM equipment.
* Engineered, planned and managed the deployment of regional DWDM infrastructure to deliver Ethernet, Dedicated Internet Access, and Commercial Grade DOCSIS services.
* As a key member of the TWC Voice Services Engineering Design and Development team. I was responsible for deploying VoIP infrastructure (Cisco MGX’s, Call Managers and IP routing schemas) throughout the Kansas City market place.
* Instituted a Regional Sales Engineering team to support Commercial Services.

# ADDITIONAL EXPERIENCE

**Lucent Technologies NetworkCare (Formerly INS)**, Pittsburgh, PA 2000-2001

Network Systems Engineer – Network Systems Consultant

**Mellon Financial Corporation**, Pittsburgh, PA 1998-2000

Network Engineer – Project Manager

**Columbia Services Group**, Quantico, VA 1998-1998

Network Systems Engineer – Network Systems Consultant

**US Marine Corps**, Quantico, VA 1990-1998

Leader/ Combat Veteran/ Network Specialist/ LAN Admin/ Programmer/ Tech Writer/ Instructor

EDUCATION

Bachelor of Science, Information Systems Management ■ Strayer University ■ 2016-2017

Computer and Business Management ■ West Virginia Institute of Technology ■ 1985-1988

TECHNICAL TRAINING & CERTIFICATIONS

MEF CECP ■ Metro-Ethernet Forum ■ 2012

Lucent Advanced Optical Engineering Course ■ Lucent Technologies ■ 2000

CCDA – Cisco Certified Design Associate ■ Cisco ■ 1999

CCNA – Cisco Certified Network Associate ■ Cisco ■ 1998

MCSE – Microsoft Certified Systems Engineer ■ Microsoft ■ 1997

CNE - Certified Novell Engineer ■ Novell ■ 1996