

Behsad Baluch

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Profile

Experienced IT Consultant and Sales Engineer with over 8 years of proven success in technical sales, solution design, and client engagement, driving revenue growth and ensuring client satisfaction across diverse industries. I have a strong background in cloud solutions, cybersecurity, and IT infrastructure. Proven expertise in driving business growth and building long-term relationships through consultative sales, working closely with technical teams to design and implement tailored solutions. Adept at managing sales cycles, developing territory plans, and achieving revenue targets. Passionate about fostering client success and delivering impactful, scalable solutions to meet business goals.

Core Expertise:

- Pre-Sales Engineering (Solution Design, Consultative Sales, Client Engagement)
- Cloud Solutions: (SaaS, IaaS, PaaS, Cloud Security, Data Integration)
- Cybersecurity & Compliance: (Zero Trust, Data Encryption, GDPR Compliance)
- IT Infrastructure & Integration
- Technical Documentation & Proposals
- Client Engagement, Sales Cycle Management & Enterprise Sales
- Product Demonstrations & Technical Support
- Customer Success & Onboarding

Experience

ZKILLS – IT CONSULTANT (2022–PRESENT)

Technical Support & Customer Success

- Led cloud migration and data integration projects, including the adoption of cloud solutions such as Microsoft Azure, ensuring successful implementation and on-time delivery.
- Provided tailored technical consultations on cloud security, data sharing, and scalable analytics platforms, while identifying new sales opportunities and advancing the sales process.
- Acted as a technical liaison between clients and internal teams, ensuring alignment on data pipelines and cloud solutions.

Skills: Cloud Security, Zero-Trust Frameworks, Technical Presentations, Pre-Sales Engineering, SaaS, Cloud Integration, Technical Consultations, Project Management, Solution Architecture.

VIPRE SECURITY – TECHNICAL PRE-SALES ENGINEER (2021–2022)

Pre-Sales Support & Customer Engagement

- Delivered custom technical demos on advanced cybersecurity solutions, increasing client conversions by 35%, and directly driving revenue growth.
- Designed proposals integrating predictive analytics and security tools, ensuring successful implementation and fostering long-term client satisfaction.
- Worked closely with enterprise clients to implement scalable security frameworks, supporting sales teams in achieving strategic goals.

Skills: Cybersecurity Solutions, Client Engagement, Sales Enablement, Technical Leadership, Proposal Development, Pre-Sales Engineering, Predictive Analytics, Security Awareness Training.

AGFA HEALTHCARE – TECHNICAL PRE-SALES ENGINEER (2018–2021)

Healthcare IT & Compliance Solutions

- Led RFP processes and designed technical solutions for healthcare clients, ensuring compliance with industry standards and client business goals.
- Managed complex healthcare IT projects, focusing on integration and data security, while ensuring alignment with client expectations and regulatory compliance.
- Delivered post-sales technical support, fostering long-term client relationships and ensuring satisfaction.

Skills: Healthcare IT, Solution Architecture, Project Management, Post-Sales Support, Regulatory Compliance, RFP Management, Pre-Sales Engineering.

TIETO SWEDEN – SOLUTION ENGINEER & PRE-SALES ENGINEER (2012–2018)

Cloud & SaaS Solutions Support

- Designed and implemented scalable IT solutions for enterprise clients, focusing on cloud integration and data pipelines.
- Delivered technical insights on leveraging analytics tools to support business objectives.
- Led discussions on cloud security, networking, and integration to ensure solutions aligned with business goals.

Skills: Cloud Security, Networking Solutions, IT Integration, Data Analytics, Solution Design, Client Engagement.

TIETO SWEDEN – PRE-SALES SPECIALIST – MANAGED SERVICES (2014–2015)

Cloud Services & Big Data Solutions

- Led presales activities for cloud services and Big Data Analytics, working closely with clients to assess technical needs and deliver tailored solutions.
- Collaborated with architects and internal teams to prepare solution proposals, driving successful sales engagements.

Skills: Cloud Services, Big Data Analytics, Solution Proposals, Client Solutions, Technical Presentations, Sales Enablement.

TIETO SWEDEN – PRESALES, MARKETING, AND TECHNICAL SUPPORT – TESTING SERVICES (2012–2018)

SaaS Solutions & Technical Support

- Managed presales, marketing, and technical support for SaaS solutions, driving customer engagement through value demonstrations.
- Designed and delivered testing solutions aligned with client specifications, ensuring high customer satisfaction.
- Built strong relationships with clients, providing ongoing support throughout the sales cycle.

Skills: SaaS Solutions, Testing Services, Technical Support, Presales Activities, Customer Engagement, Sales Support.

EXPERIS AB – IT SPECIALIST (2009–2012)

IT Consulting & Technical Support

- Provided IT consulting for clients, managing and maintaining Ericsson's IS/IT software and hardware environments.
- Delivered helpdesk and technical support services, troubleshooting software and hardware issues.
- Managed system access and supported software installations and updates.

Skills: IT Support, System Management, Troubleshooting, Software & Hardware, Technical Support.

CRYPTZONE – SUPPORT MANAGER & TEST ENGINEER (2008–2009)

Security Solutions & Software Testing

- Managed customer dialogue, license delivery, system administration, and maintenance of security solutions.
- Provided software testing and quality assurance, ensuring the reliability and functionality of security systems.
- Collaborated with developers to support system development and release processes.

Skills: Customer Support, License Management, Software Testing & Quality Assurance, System Administration.

Education

Master of System Science in Computer Science – Mid Sweden University (2001-2005)

Skills & Competencies

- **Data Cloud Solutions:** Proficient in integrating customer data platforms, predictive analytics, and scalable solutions for enterprise clients.
- **Cloud & Infrastructure Solutions:** Expertise in cloud security, SaaS, and technical infrastructure, with experience in enterprise-level cloud transformations.
- **Consultative Sales Approach:** Skilled in identifying client challenges, designing solutions, and guiding clients from initial engagement to post-sales support.
- **Sales Tools & CRM and Client Relationship Management:** Expertise in CRM systems, including Salesforce and Microsoft Dynamics, for streamlining customer relationship management, sales processes, and customer support activities.
- **Technical Sales:** Strong ability to engage clients with technical solutions, guiding them from initial contact to post-sales support.
- **Consultative Sales Approach:** Skilled in identifying client challenges, designing tailored solutions, and ensuring alignment with client business goals.
- **Cybersecurity & Cloud Solutions:** Expertise in implementing secure cloud solutions and predictive analytics for enterprise clients.

Certifications:

- Leading SAFe 5.1 (2022)
- Cybersecurity in Healthcare (Erasmus University, 2021)
- Foundations of Cybersecurity (University System of Georgia, 2021)
- Cryptography (ISC², 2021)
- Enterprise Imaging Solution Overview (Agfa healthcare, 2019)
- PPS - Praktisk Projektstyrning (Tieto Sweden AB, 2015)
- ITIL Foundation (Onbird, 2013)
- ISTQB® Foundation Level (NFI, 2011)

Core Expertise:

- Pre-Sales Engineering & Solution Design
- Cloud Solutions (SaaS, IaaS, PaaS)
- Cybersecurity & Compliance
- IT Infrastructure & Integration
- Technical Documentation & Proposals
- Client Engagement & Relationship Building
- Sales Cycle Management & Enterprise Sales
- Product Demonstrations & Technical Support
- Customer Success & Onboarding

Language Skills:

- **Swedish:** Native
- **English:** Fluent
- **Farsi:** Fluent