

Kevin W. Golden

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Senior Pre-sales Engineer/Systems Architect/Account Manager

Semi-geek with over twenty years experience in the software and services industry

- Experience with creating and delivering presentations and demonstrations, developing proposals, performing benchmarks, and managing trials and proofs of concept
- Experience with sales of all sizes, from small service contracts to million-dollar software/services opportunities
- Experience working with people at all levels, from system administrators to executives and generals

SKILLS SUMMARY

Benchmarks/Proofs of Concept	Training Sales Personnel, Resellers, and Users
Demonstrations and Presentations	Document Management
Cost Justifications	Document Capture (Scan/Index/OCR)
Proposals/RFP Responses	Project Management
Reseller Support	Requirements/Statements of Work
Competitive Analysis	System Testing and Troubleshooting

PROFESSIONAL EXPERIENCE

Notable Solutions, Inc. (Rockville, MD)

9/2011 to 10/2014

Corporate Solutions Architect

- Laid off when company purchased by Nuance
- Supported resellers, sales reps, and other SAs in putting together demonstrations, presentations, and proofs of concept for server-, MFD-, and mobile device-based solutions
- Managed 100+ VMWare virtual machine environment, including SharePoint and other document management system servers
- Managed training program for junior sales reps
- President's Club, 2012

ZyLAB US (McLean, VA)

1/2007 – 9/2009

Technical Engineer

- Provided support for sales/installations of ZyIMAGE product line to customers and resellers
- Provided telephone support for customers
- Demonstrations, presentations, proposals, statements of work for installation and customization of ZyIMAGE product line

iLumin/CA (Herndon, VA)

9/2005 – 12/2006

Sr. QA Engineer

- Led SWAT team to finish testing and prepare Mailbox Manager product for shipment
- Prepared pre-sales questionnaire, reviewed marketing materials and documentation
- Went on-site to perform installations of Mailbox Manager, Compliance, and Discovery products
- Developed proofs of concept with partners and potential customers

CereSoft, Inc. (Silver Spring, MD)

1/2005 – 8/2005

Operations Manager

- Set up and maintained ASP environment, including hardware, operating systems, and application software
- Set up and maintained communications networks, including VPNs to connect customer and vendor sites, and set up FTP data transfer processes
- Supported customers during implementation of large project, including on-site user training and telephone/email support
- Wrote technical specifications, statements of work, performed installation for new customers

Technology Business Solutions (Mt. Laurel, NJ)**10/2003 – 12/2004****Field Service Technician**

- Supported tenants in an office suite business
- Installed, managed, troubleshoot desktops, printers, networks, VPN connections
- Periodic server maintenance and user training

eLink Communications (Bethesda, MD)**3/2001–8/2002****Technical Consultant**

- Pre-sales support of connectivity products, including T1s, DS-3s, Verizon TLS circuits, technical services, and hardware/software sales
- Coordinated requirements definition, engineering, installation, and customer satisfaction for non-standard products

LDI Technologies (Arlington, VA)**1993–2001****Independent Computer Consultant**

- Sales Engineer for reseller of GoldMine contact management software, performing pre- and post-sales functions
- Installed and maintained PCs and networks as an independent contractor
- Worked with vendors and contractors to coordinate installations and upgrades, including wiring, data line installations, ISP registration, software licenses

PREVIOUS EMPLOYMENT

- **Infodata Systems, Inc.** – Sales Engineer
- **VM Software/Systems Center** – Tech Support Manager, Product Manager, Sr. Sales Engineer

CERTIFICATIONS

Microsoft Certified Professional (MCP)**Cisco Certified Network Administrator (CCNA)**

TECHNICAL SUMMARY

Operating Systems	Windows XP/7/8, Server 2003/2008/2012, Linux/Unix, iPod, Android
Server Applications	MS Exchange 2000/2003/2007/2010, SQL Server 2000/2005/2008, IIS, DNS, DHCP, XML, SharePoint, Citrix, VMWare, Active Directory, WUS
Desktop Applications	MS Office, MS Visio, MS Access, MS Project, Crystal Reports, PDF
LAN/WAN Technologies	TCP/IP, VPN, Citrix, Firewalls, Cisco routers
Web Technologies	HTML, XML, ASP, .NET, HTTP, SSL, PDF, SOAP

EDUCATION AND TRAINING

MS, Technology Management, George Mason University, Fairfax, VA**BS, Political Science**, Northern Illinois University, DeKalb, IL**UNIX Certificate**, George Washington University, Washington, DC