Michael O'Nan

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Senior level position in Technical Business Development/Account Management

Innovative executive and business development professional experienced in high-volume, multi-unit business operations. Background includes foundation and management of a company specialized in cloud solutions for businesses, growing business accounts $12M+ year over year, conducting cost effectiveness analyses. Builds and retains high performance teams by hiring, developing and motivating skilled professionals. Experienced in business strategies development and customer relations. Able to turn complex technical solutions into comprehensible message and translate it to business outcomes.

Strengths and Expertise

- Project management
- Business operations organization
- Strategic planning
- Market research and analysis
- Strong business acumen
- IT business competence
- Hiring and training technical and managerial staff
- Excellent communication skills

Professional Experience

Cisco Systems   2015 – Present
Systems Engineer

- Conduct sales briefings for account executives and sales engineers, and define use cases to help drive overall growth for the region.
- Partner with Account Executives in a pre-sales technical role, showcasing Cisco's product solutions; consult, influence and design solutions to meet customers' business requirements.
- Consult with partners and internal resources for selected accounts in the assigned territory.
- Keep up-to-date on relevant competitive solutions, products and services; assist with the development of formal sales plans and proposals for assigned opportunities.
- Participate as a specialist on the data center and collaboration Virtual Team and provide consultative support in area of specialization to other Systems Engineers.

Alto Cloud Solutions   2014 – 2016
Founder/Director

- Managed a company specialized in providing small and mid-size businesses with cloud services.
- Developed and implemented business and sales strategies to extend customer base and ensure higher revenues.
- Conducted negotiations and meetings with customers and business partners to explain the benefits of cloud services.
- Managed a team with 60 years of combined experience in IT sales, service, and support.
- Conducted market research and improved business development strategies and services according to their results.

Ozburn-Hessey Logistics, Brentwood, TN   2014 – 2015
Network and Collaboration Engineer

- Engineered and maintained routing & switching, wireless, and UC solutions for multiple data centers and over 230 warehouses up to 1 million square feet per location.
- Translated business needs into technology specifications and played a key role in the implementation of end-to-end network and UC technologies.
- Presented cost analysis to management of all levels to begin a migration from legacy voice circuits to SIP, saving the company $1.3 million dollars per year.
- Created detailed technical documentation and diagrams including Unified Communications deployment templates and best practices guidelines.
- Responsible for CUCM 8.6 to 10.5 migration producing cost savings enterprise wide by cutting down on time used for management and deploying phones, and reducing overall cost of voice gateway per site.

Teksystems, Evansville, IN
Network Architect (6-month contract)   2013

- Collected requirements based on current and future business needs to design an efficient and sustainable voice and data network.
- Served as a key component to standardize network technology lifecycle.
- Integrated international voice and data multi-site with Cisco Unified Communications solutions.
- Served as a leader in a company acquisition integration project.
- Designed and implemented Riverbed Steelhead WAN optimization appliances with advanced QoS configurations to prioritize business critical applications.

Metronet, Evansville, IN
IP Operations Technician/Engineer   2013
- Ensured 99.99% network uptime for an all fiber internet service provider with over 29,000 subscribers using Alcatel and Cisco equipment.
- Contributed to Hosted PBX pre-sales by consulting with customers on internal configuration and design.
- Managed Linux servers for subscriber DHCP and DNS.
- Provided level 3 escalation for customer service and network operations.
- Engineered PON, routing, and switching configurations on Alcatel and Cisco platforms.
- Responsible for 9,000+ legacy subscriber migration allowing decommission of older, less stable equipment.
- Analyzed bandwidth needs and forecasted network capacity requirements.

Apex Systems, Nashville, TN   2012 – 2013
Network Engineer (6-month contract)
- Ensured at least 99% network uptime for a global company that managed 15,000+ Cisco devices; maintained the network; provided engineering support and direction during projects.
- Increased systems' agility and internal productivity while reducing costs by analyzing existing network designs, defining solutions, and serving as a subject matter expert (SME) on projects.
- Facilitated a 20% increase in traffic speed to servers by improving network designs; re-engineered traffic flow by decreasing traffic going to unnecessary locations as configured in the legacy system.

Business Communications Solutions, Evansville, IN
Network Engineer   2011 – 2012
Telecommunications Engineer   2008 – 2009
- Performed network and telephony analysis, designed and developed fully integrated technology solutions.
- Served as a technical expert and consultant to develop solutions that meet the technology and business requirements.
- Saved customers $1,000+ monthly by installing site-to-site VPNs; eliminated the need for MPLS or T1s from a service provider.
- Installed and maintained VoIP architectures for businesses, including credit unions, banks, and plants with systems such as Cisco, 3Com, LG-Ericsson, and Vertical, as well as key and digital telephone systems.
- Improved service quality and internal productivity while minimizing internal costs by re-engineering and implementing significantly enhanced processes, workflow, and best practices.
- Delivered a 40% reduction in travel time and costs while increasing productivity by configuring VPNs on existing and new customer sites, eliminating the need for travel to the site.

--- Education ---

BS in Network Communications & Management, DeVry University, Naperville, IL, 2014.

--- Technical Expertise ---

Applications	Microsoft Office Suite, Microsoft Visio, Netbrain, Wireshark, Solarwinds.
Operating Systems	Windows (Desktop and Server), Linux, Mac.
Networking Technologies	LAN, WAN, VPN, DHCP, TCP/IP, DNS, EIGRP, OSPF, BGP, GRE, VoIP, SNMP, MPLS, QoS.
Hardware	Alcatel (7750 Service Router, 7450 Service Switch, 7360 PON) Cisco Switches (Catalyst, Nexus) Cisco Routers (ASR, ISR, 7600) ASA 55xx.
VoIP Technologies	Cisco Unified Communications, Asterisk, 3Com, Nortel

--- Certifications ---

- AWS Certified Solutions Architect - Associate
- AWS Certified Developer - Associate
- AWS Certified SysOps Administrator – Associate
- Cisco Certified Internetwork Expert, Collaboration (CCIE#46879)
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Associate, Voice (CCNA)
- Cisco Certified Network Associate, Security (CCNA)
- Cisco Certified Network Associate, Wireless (CCNA)
- Cisco Certified Design Associate (CCDA)
- Cisco IP Contact Center Express Specialist
- Brocade Certified Network Engineer (BCNE)
- Brocade Certified Ethernet Fabric Professional (BCEFP)