

Mihir Patel

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Results-driven engineering leader with almost 15 years of experience in pre-sales and post-sales support, process optimization, and technical leadership. Passionate about continuous improvement, automation, and delivering exceptional customer satisfaction. Proven track record in driving revenue growth, leading high-performing teams, and implementing innovative solutions to optimize operations.

EDUCATION

Master of Business Administration, Temple University, Philadelphia, PA – Aug 2021

Master of Science in Electrical Engineering, University of Texas at Arlington, Arlington, TX – May 2011

WORK EXPERIENCE

Spirent Communications, Inc., Holmdel, NJ

Manager, Field Service Engineering – Americas (Jan 2023 – Present)

Senior Sales Engineer – Team Leader, Mid-Atlantic NEM and ENT Accounts (June 2014 – Dec 2022)

- Managed a team of 12 Engineers, providing post-sales support and managing ~250 tickets monthly.
- Introduced a new program around implementation services delivery. Highlights include -
 - Transformed customer support from a cost center into a revenue-generating function, contributing ~\$5M in revenue, achieving 20-25% YoY growth over the past 3 years, maintaining CSAT of 85%
 - Perform gap-analysis for the team's technical abilities and introduced new training initiatives.
- Streamlined and improved ticket management processes for the top 25 accounts, resulting in multi-year service renewals worth \$20M, a 2-day improvement in response times, and a 15% reduction in customer escalations.
- Owned Global Spirent Sales Labs, supporting 300 employees and 15+ monthly customer engagements. Responsibilities included creating and maintaining lab technology roadmaps, conducting security audits, and implementing sustainability initiatives, resulting in 10% energy savings.
- Previously served as a Senior Sales Engineer and Team Leader for Mid-Atlantic NEM and ENT accounts:
 - Developed and executed sales strategies, achieving and exceeding sales targets in 3 of 8 years.
 - Collaborated with Product Management, Engineering, and Marketing to expand Spirent's footprint and enhance the customer experience.
 - Built trusted customer relationships while driving pre-sales and post-sales success.

JerseySTEM, Old Bridge, NJ

CIO for Community Engagement - Schools Outreach and Operations (Dec 2024 – Present)

- Utilized process-mapping techniques to identify operational gaps and streamline outbound operations, contributing to a 10% YoY increase in school engagement, 15% increase in roster size, and 2 new course offerings.
- Oversee a team of volunteers serving as Product Owners, Scrum Masters, Analysts, and Marketing Managers

Qualcomm, Inc., San Diego, CA

IMS and VoIP QA Engineer (Jan 2013 – May 2014)

- Developed and executed test methodologies, test plans, to successfully validate features around IMS, Voice over LTE (VoLTE), VoIP, and carrier certification testing for Verizon and AT&T chipsets.

Samsung Electronics America, Dallas, TX

NOC/TAC Engineer - Service Assurance for Sprint Network Vision project (May 2012 – Jan 2013)

CSS Corp (Formerly Glow Networks, Inc.), Dallas, TX

Field Services Engineer - Field Reliability Survey for AT&T and USCC LTE launch (Sep 2011 – May 2013)

TECHNICAL SKILLS

Software & Tools: Microsoft Office 365, Google Workspace, Salesforce, Figma, Oracle Agile, Looker, Mail Merge tools

Technologies: 5G NR, 4G LTE, Wi-Fi, High-Speed Ethernet, Python, Docker, Virtualization