

Mihir Patel

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EDUCATION

Temple University

Master's in Business Administration (GPA: 3.8)

Philadelphia, PA

August 2021

University of Texas at Arlington

Master's in Electrical Engineering

Arlington, TX

May 2011

WORK EXPERIENCE

Spirent Communications, Inc.

Senior Solutions Sales Engineer – SMB and Middle-Market Accounts

Holmdel, NJ

June 2014 – Present

- Conduct and lead discovery sessions to collect, clarify, and document business requirements, RFIs/RFPs during the sales cycle to produce a detailed solution proposal
- Focus on existing customer retention (80% success rate for last 3 years) and winning new logos (~ 6 YoY)
- Combine Spirent's proprietary products and open-source tools like Docker and Python, to demonstrate how to solve complex technical and business problems for the customers around 5G NR, SD-WAN, and Wi-Fi
- Collaborate with Product Management, Engineering, and Marketing to continuously improve Spirent's products and marketing campaigns to increase Spirent's footprint within the customer accounts
- Deliver pre- and post-sales support to customers, and protect their interests while meeting personal and team's performance objectives
- Build, manage and execute against the territory plan, while managing opportunities in Salesforce, to meet and exceed quota assignments with success in 2014, 2016, 2019 and 2021

Qualcomm, Inc.

IMS and VoIP QA Engineer

San Diego, CA

January 2013 – May 2014

- Developed test methodologies, test plans, and project plans to successfully validate leading chipsets for features around IMS, Voice over LTE (VoLTE), VoIP, and carrier certification testing for Verizon and AT&T devices
- Served as the SPOC for all customer issues related to functional and performance testing of VoLTE features
- Liaised with Test & Measurement vendors, including Spirent and Keysight to execute PoC on cutting edge android telephony features using Qualcomm's QXDM, QCAT tools
- Awarded 'Qualstars' for excellence in individual performance after GA of 9x15 and 8975 platforms

Samsung Electronics America

TAC Engineer (Service Assurance for Sprint Network Vision project)

Dallas, TX

May 2012 – Jan 2013

CSS Corp (Formerly Glow Networks, Inc.)

Field Services Engineer

Dallas, TX

September 2011 – May 2013

LEADERSHIP EXPERIENCE

Spirent Communications, Inc.

Senior Solutions Sales Engineer

Holmdel, NJ

June 2016 - Present

- Leading a team of 5 Sales Engineers with a focus on increasing penetration on SMB and Mid-Market customers
- Participated in planning and execution of GTM strategy for FinServ accounts and grew revenue by 9% in FY'21
- Onboarded 12 Channel Partners while identifying their core strengths and aligned them to Spirent's current selling strategy, thereby driving average YoY channel revenue up by 7% in assigned territory in FY'21
- Implemented Lean Entrepreneurship skills within the team and shortened selling cycle by an average 3 weeks

SKILLS & INTERESTS

Skills: Microsoft Office (Excel, PowerPoint), Google Workspace | Python, Unix | CRM and ERP (Salesforce, JIRA, Oracle Agile) | 5G NR, 4G LTE, Wi-Fi, SD-WAN, Service Assurance, Docker, Virtualization

Interests: Smart Home Automation via [Home Assistant](#), Making PowerPoint presentations exciting, Soccer