

Mihir Patel

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EDUCATION

Temple University **Philadelphia, PA**
Master's in Business Administration (GPA: 3.8) *August 2021*

University of Texas at Arlington **Arlington, TX**
Master's in Electrical Engineering *May 2011*

WORK EXPERIENCE

Spirent Communications, Inc. **Holmdel, NJ**
Manager, Field Service Engineering - Americas *Jan 2023 - Present*

- Manage a team of 10 FSE and deliver post-sales support overseeing average 150 tickets every month.
- Responsible for setting up territory plans, trainings, performance objectives planning, progress of the team.
- Design and tuned workflows to efficiently offer implementation services to our customers. Workflow covered planning, scoping exercises with internal and external cross-functional teams and obtaining signoffs after the pre-agreed criteria are met.
 - Successfully delivered an average 15 such installations every month, generating additional \$1.5M revenue with average customer satisfaction rating of 8.9.
- Manage Spirent Labs (both, internal and customer facing labs) which serve average 150 employees, contractors, and 5 customer engagements every month.
 - Prepare roadmaps for improvements in the labs to executive team at Spirent.
 - Implement green initiatives in the labs to contribute towards Spirent's sustainability goals and reduce 2-5% energy savings every quarter.
 - Interface with vendors and qualify new products and services that keep the labs running efficiently.
- Train the team to go above and beyond their designated tasks and responsibilities and create an impact.
 - Helped enable the team to generate ~\$2M new business, without being quota carrying.
 - Trained and on-boarded new pre-Sales Engineers to the team.
 - Led periodic ticket scrub meetings while collaborating with backline support teams to drive the number of critical and urgent tickets down by 30%
- Ranked 2-5 points higher than all Managers at Spirent, according to quarterly employee surveys.

Senior Systems Engineer – Team Leader, Mid-Atlantic NEM and ENT accounts *June 2014 – December 2022*

- Led a team of 5 SE in a player/coach role to develop and execute strategies to maximize sales expectations.
- Focus on driving pre-sales and shepherding post-sales activity, building excellent customer rapport in the region.
 - Met and/or exceeded assigned sales targets in 3 out of 8 years.
- Proactively collaborate with Product Management, Engineering, and Marketing to continuously improve Spirent's products, processes, and marketing campaigns to expand Spirent's footprint within the customer accounts.

Qualcomm, Inc. **San Diego, CA**
IMS and VoIP QA Engineer *January 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) *September 2011 – May 2013*

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: Traveling, cooking, love to make slide decks exciting, Manchester United supporter, home lab enthusiast