

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.

Manager, Field Service Engineering - Americas

Holmdel, NJ

Jan 2023 - Present

- Manage a team of 10 FSE and deliver post-sales support overseeing average 120 tickets every month.
- Responsible for setting up territory plans, trainings, performance objectives planning, progress of the team.
- Designed and tuned workflows to efficiently offer standard installation 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. YTD revenue recognized from such is \$1.4M with average customer satisfaction rate of 8.9.
- Manage Spirent Labs (both, internal and customer facing labs) which serve average 60 employees 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 generate \$1.8M new pipeline and 8 net new customers.
 - 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 average 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.

IMS and VoIP QA Engineer

San Diego, CA

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

NOC/TAC Engineer (Service Assurance for Sprint Network Vision project)

Dallas, TX

May 2012 – Jan 2013

CSS Corp (Formerly Glow Networks, Inc.)

Field Services Engineer (Field Reliability Survey for AT&T and USCC LTE launch)

Dallas, TX

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