**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 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. 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