**Robert M. Cramer**

**Baltimore, Maryland**

**linkedin.com/in/robertcramer**

**rcramer41@gmail.com 410.592.6822**

**CLOUD SOLUTIONS ARCHITECT**

Innovative technology professional with 26 years of experience and a unique blend of technical, sales and managerial expertise. Relating well to individuals at all levels and seeing the big picture to foster an environment of getting things done. Track record of consistently exceeding multi-million-dollar sales quotas. Excellent leadership, presentation and writing skills round out a deep technical background. Fast learner with passion for new technology and the ability to master new product portfolios and processes quickly. Areas of expertise include:

* System Administration
* Application Support
* Sales Quota Achievement
* Performance Analysis
* Cloud Automation
* Public Speaking
* Passion for technology

**Technical Skills:** Linux, Windows, Vmware, Hyper-V, OpenStack, Citrix, Azure, AWS, CloudFormation, Puppet, Chef, Ansible, Cloud Stack, Cloud Portal, Cloud Platform, Xendesktop, Xenapp, Sharefile, Xenmobile, Netscalers, Microsoft IIS, Sharepoint, SQL 2005, SQL 2008

**C2 Consulting, Owner, Baltimore, MD. 2001 – Current**

Various consulting projects in the areas of Network management, VOIP, Data Migrations, Active Directory structures, data warehousing and security compliance.

**Hewlett Packard Enterprise, Baltimore, MD. 2015 – 2017**

**Solutions Cloud Architect**

Provided Cloud and Automation Suite Software Pre-sales support for Global Accounts in the Northeast region of the US. Created, qualified, developed and sold solutions within assigned account teams. Consultative selling of IT infrastructure focused on account and business issues as a technical evangelist. HPE Ambassador for Azure, Docker, Citrix and Mesosphere.

* Led million-dollar Cloud and Virtualization Proof of Concepts with customers, including Utility Companies, Large Outsourcing Companies, Health care Providers with HPE Hardware solutions.
* Facilitated the Internal Training conference and performed internal training to technical leads on Virtualization.
* Presented at the Nvidia graphics show for US and Canada and on the current Cloud Platforms Roadshow.
* Provided deep-dive technical support for sales efforts around HPE hardware, HPE Hyperconverged Products, Moonshot, cloud software products and the New Synergy platform.

**Citrix Systems, Baltimore, MD. 2010 – 2014**

**Senior Virtualization Sales Engineer**

Senior Virtualization Sales Engineer for key accounts in Maryland, DC, North Virginia and West Virginia with multi-million dollar territory quota. Translated technical solutions through effective communication to match needs to business use cases with customers, partners and C-level executives. Supported the sales team in achieving territory quota goal.

* Hosted Quarterly territory Citrix Technical Users Groups, created content, and presented technical topics to the user community.
* Managed interpersonal and technical relationship with over 100 Corporate Accounts in Multi state territory to build long-term technical business relationships.
* Designed and built proof of concept environments with Xendesktop, Xenapp and NetScaler.
* Provided technical documentation and design references to customers.

**Catzen Forensic, Baltimore, MD 2008 - 2010**

**Senior Engineer**

Technical Engineer for delivery of forensic infrastructure investigations. Performed research on network intrusion, employee computer data theft, data recovery, and Email recovery and analysis. Supported systems with Server Virtualization, VMWare, Microsoft Virtual Server, and Password Recovery. Documented critical employee data and digital trails to deliver evidence for legal cases for company theft and fraud.

* Reconstructed John Hopkins Nuclear Medicines entire lab medical database and PET Scan images into a Virtual Environment and Documented the entire network infrastructure, created installation guide and a disaster recovery plan.
* Change Management System (SSA) Lockheed Martin sub for network migration project to Active Directory from Netware.
* Johns Hopkins Washington DC SAIS office: network migration to Microsoft Active Directory 2008\_2009

**Ward Boland and Associates, Baltimore, MD 2004 – 2008**

**Project Manager**

Guided various CTO, CIO, IT directors and managers in the Maryland/DC area to build mission critical data centers in accordance with SOX (Sarbanes-Oxley) compliance. Coordinated installation of power, data center cooling and network alert generation into various Network Management software platforms. Created growth strategies for companies data center needs.

* Hosted IT related seminars for the Maryland Business Community on Data Center related topics with partners Dell and CDW.
* Partnered directly with Liebert Dell/CDW corporate account representatives to provide power and cooling solutions to large data center facilities in the Maryland/Delaware/DC area.
* Designed and managed installation of network infrastructure, power backup, VOIP systems and cooling solutions for 18 Legg Mason International Data Centers.
* Managed and designed server racks and network environmental system design for the Legg Mason backup data center.
* Led the Baltimore City and County Schools Data Center redesign and “Business Continuity Plan” project.
* Sylvan and Laureate Extreme Cooling Data Center Buildout and Redesign for a high capacity data center.

**4GL Software Solutions, Inc., Baltimore, MD 2001 - 2003**

**Director of Information Technology and Strategic Partnerships**

Led the design of the network architecture for applications, created a wireless platform on various mobile devices and collaborated with CIO’s at large urban school districts across the country. Implemented and delivered applications into existing school environments with extremely complex laws and regulations.

**ADDITIONAL RELEVANT EXPERIENCE**

**Social Security Administration, Baltimore, MD 1996-2001: 1990-1994**

**Senior, Team Lead**

Managed 45 government consultants that supported SSA network’s infrastructure within the computer center. Developed/managed fully automated nationwide call center with a staff of 20. Created a training program to bring staff skills up to speed on networks (Microsoft)

Emergency Response Team - September 11, 2001 (NYC/Philadelphia Response Team)

Emergency Response Team - Oklahoma City Bombing attack (Woodlawn Team)

Built IBM Token-Ring/Bridged IBM Bridges for Novell Traffic and IBM 802.3/.5 communications.

Worked with IBM on a Customized Network Management Notification Application (IBM Graphical Management Facility Application) to monitor 1200 critical network access points on the National Network.

Served as project manager for MCI/WorldCom/Cisco Infrastructure upgrade ($4.6 Billion Switch/Bridge Replacement and Teleco link upgrade over 3 year time period) 3,700 Redundant path WAN/LAN upgrade.

Worked directly with Cisco/MCI WorldCom on Cisco Router version control for Core/Remote office installations.

Representative for projects on client server application support Agency wide Paperless application.

**Lead Engineer/Partner, OnSite Technologies, Baltimore, MD, 12/94-1/96:**

 Founding member of an entrepreneurial company employing 150+ employees in computer consulting/outsourcing.

 Interviewed/hired employees and managed career paths of 85+ engineers.

 Responsible for the technical lead and management of high profile accounts including NASDAQ, AARP, House of Representatives, COMSAT, and Alex Brown and Sons.

Established off site help desk for NASDAQ Stock Market to assist broker/dealers with technical connectivity issues and to assist with Regulatory and State compliance issues.

Created an in-house training program (developed over 30+ MCSE and numerous MCP’s)

**Systems Engineer/Training Coordinator, System Source/ComputerLand, Baltimore, MD**

Managed Network Configurations for 4 onsite classrooms and 10 remote training facilities.

Evaluated and ordered training curriculum for Word, Lotus, Foxpro, Novell and Windows software applications.

Backup trainer for facility.

**EDUCATION**

Towson University, Economics Sr.3.5years

**CERTIFICATIONS**

Docker

Citrix Certified Professional: Xendesktop 7, Xenapp 7, CCA-XD4/5, CCA-XA5/6.x

M.C.S.E. (Microsoft Certified Systems Engineer 2004)

M.C.P. (Microsoft Certified Professional)

M.C.T. (Microsoft Certified Trainer)

C.C.N.A. (Cisco Certified Network Administrator 2003)

C.N.E. (Certified Novell Engineer 2004)

C.N.A. (Certified Novell Administrator 2003)

**AWARDS**

Sales Engineer Quarterly for South East Region – 2011 Q3, 2012 Q4, 2013 – Q2,

100% Club member 2011, 2012, 2013

**PRESENTATIONS**

Topics included - Green Computing with Dell/Liebert, Business Continuity for Data Center Power and Cooling, Extreme Cooling Solutions for High Computing Data Centers. Citrix Technical Deep Dives, Nvida/HPE Solutions