
Professional Summary

Technical Product Manager for Multi-Cloud Platform Solutions develops strategic client relationships to understand their unique business requirements and create strategic business opportunities in pre-sales and through service engagements. Drive revenue opportunities by understanding the client's business drivers. Partner with account managers and product management teams to ensure an exceptional experience for the client.

Highlights of Expertise:

VMware / AWS / Citrix

Complex EUC Solutions

AWS Solutions Architectures

Cloud-Based Solutions

Datacenter Modernizations

Pre-Sales Architecture

Hybrid Cloud Engineering

Hyperconverged IT Infrastructure

Citrix Enterprise Engineer

Professional Experience

Technical Product Manager and Systems Engineer, Company Name

2018 – Present

As a product strategist and advocate, deliver leading edge Multi-Cloud Platform Solutions. Provide technical leadership in Requirements Gathering, Solution Design and Development, and Proposal stages of the opportunity sales lifecycle.

- Built client relationships that drove new business and created opportunities. Contributions throughout the customer engagement: requirements gathering, planning, design, implementation, integration, and automation services, as well as project management.
- Managed every aspect of the deployment of a Citrix-based VDI (Virtual Desktop Infrastructure) and hosted shared applications for a large company's mission-critical Tier 1 applications.
 - Engaged customers to define a software-defined data center (SDDC) strategy and architecture.
 - Deployed Citrix XenApp and XenDesktop Cloud Service; resulted in higher availability, a better end-user experience, built-in redundancy for critical workloads, and simplified infrastructure management with one-click nondisruptive upgrades.
- Won a major modernization contract, creating a tremendous revenue opportunity. Collaborated with the product team to complete a very comprehensive side-by-side proof of concept between multiple vendors.
 - Separated us from the competition by remaining onsite throughout the project, responding instantly, and quickly turning around any requests.
- Worked to accelerate clients' cloud strategies with DR AWS solutions delivered using a hybrid cloud approach.
 - Considered RTO and RPO requirements, scenario-based use cases, mission-critical apps and data, cross-region data replication, data synchronization, availability zones, and EBS volumes.
 - Acted as a liaison and a technical account manager between sales/business development and engineering groups, monitoring and managing technical issues to conclusion.
- Designed and configured solutions, achieving the business and technical benefits of a hyper-converged infrastructure. Included high-performance, inherent scalability, and simple, single platform administration.
 - Enabled customers to transform expenditures to operational expenses. Opened up opportunities with new technology and innovative solutions.
 - Provided operating compute and storage on commodity hardware and budget-friendly hardware sizing.
- Built a more resilient desktop and eLearning product for an education company with the platform migration to an AWS offering. The resulting solution supports 50K concurrent live to desktop participants with scalability and telemetry for active monitoring.

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- Developed a DLP (data loss prevention) strategy for presentation material which included end-to-end encryption and new policies around data at rest and data in motion.

VMware Engineer, Company Name

2015 – 2018

Leveraged VMware, Citrix, and Microsoft expertise to architect, manage, and administer simultaneous virtualization/infrastructure efforts. Earned the trust and confidence of leadership, clients, and end users via exceptional listening skills, strong technical capabilities, and lot of hard work. Designed and built multiple VMware infrastructure platforms and supported the design and deployment of modernization projects.

Strengths: VMware Enterprise Products, Citrix Technologies, Blade Infrastructure Management, Database Clustering, Vulnerability Alerts, SSH Key Authentication, Storage Hardware and Configuration Technologies, Data Storage and Retrieval Systems, Escalations, and Robust Documentation.

Education and Training

Computer Information Systems, University of Southern Florida, Tampa

Associate of Science in Computer Network Administration, University of Florida, Gainesville

Certifications

AWS Certified Solutions Architect

Citrix Certified Enterprise Engineer (CCEE)

VMware Certified Professional (VCP)

CompTIA Security+

CompTIA Cloud+