

Michael J. Smith, ITIL, CSM, CSPO, LeSS

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Information Technology and Services Specialist

IT Professional Leader Focused On Superior Software And Hardware Support And Consulting

Proven managerial and consulting experience with diverse companies ranging from small business ventures to Fortune 100/500 companies, government agencies, Enterprise and channel partners' companies. Successfully coached decisive stakeholders with regard to creating product demand, introducing new products, and making sales presentations, thereby cultivating steadfast client relationships. Development of strategies, solutions, and actions to establish goals for both forecasting and achieving long-term positive results. Strong analytical, organizational, and problem-solving talents, combined with my comprehensive experience and adept communication skills, promote trust and maximum client satisfaction resulting in significant, highly-desired customer retention. Documented exceptional ability for negotiating, overcoming objections, and closing business contracts with key decision-makers in both the United States and Latin America. Past experience and applied educational lessons add a depth to my portfolio which provides me with the insight to deliver strong sales growth and profitable outcomes. My passion regarding customer satisfaction and zealous regard as to the health of the IT industry provide motivation and incentive to always reach for perfection and learn from any missteps along the way.

Core Competencies and Specialties:

Account Management | Business Development | Project Management | Infrastructure Solution Sales | Managed Services Distribution Sales | Converge Infrastructure | Channel Sales Management | Cloud Computing Solutions | Mission Critical Enterprise Account Sales | Data Restoration and Storage Solutions | Storage Appliance Products | Mobility and Cloud ITIL | Data Center | SCRUM Agile | Big Data and Analytics

Key Attributes and Characteristics

- Being fluent in English, Spanish, and Brazilian Portuguese has illuminated a path enabling participation and freedom to lead various multi-cultural programs and coaching of younger colleagues. Also, my knowledge of Italian is extensive and perfecting my English is a continual, enjoyable pursuit.
- Combining my extensive experience and superb language skills with my willingness to travel 30% to 70% of the time makes me an ideal candidate for my desired position in the arena of international consulting.
- Strong leadership qualities have been successfully validated by self-sufficient, strategic past performances. Tackling intense challenges adds excitement and generates learning opportunities.
- Access to my "American Dream" came in 1980 when the Venezuelan government awarded me the "Gran Mariscal de Ayacucho" scholarship and made relocating to the United States a reality. My wife and children are my world and I am proud to have them by my side while continuing to evolve my career possibilities and strive to be a good citizen, a great husband, and a respected team player.
- A detailed listing of my educational achievements is proudly provided herein. Certifications were earned from some prestigious institutions—Georgia Tech, Emory, HBX/Harvard, and MIT—and this top-notch education has become the foundation for all my past accomplishments and future endeavors. Focused on keeping my skills current and staying on the cutting edge of technological advancements and industry improvements.
- Loyalty and career satisfaction are exhibited by the longevity outlined in my professional experience.

Professional Experience

VMware - Atlanta, GA | From February, 2015, to Present

Mission Critical – Support Account Manager

Provide technical account management, including technical problem management and resolution, to prominent companies in the United States and Latin America by providing proactive and reactive recommendations. Continuously be aware of possible business opportunities for VMware's AirWatch Mobility division.

- Build and maintain positive post-sales relationships with clients, team members, and leadership relating to VMware's largest and most complex customers.
- Responsible for overseeing the resolution of any technical issue reported and ensuring high customer satisfaction throughout the problem-solving process.
- Determine when engineering elevation is necessary and manage resources vital to the Problem Management area.

Professional Experience (cont.)

Hewlett Packard Corporation – Alpharetta, GA | From November, 2003, to February, 2015

Per Event Service Lead Development Manager August, 2014 – February, 2015

Developed growth programs for the United States, Canada, Brazil, MCA, and Mexico via the Per Event Service Organization for the Americas, furnished by this \$104B provider of high-tech equipment and high-level services. Protected service erosion and developed growth opportunities in connection to the ISS Proactive Services and Storage Upsell. Participated in the development of marketing collaterals for the services of Per Event.

Customer Development Manager/Strategy Manager May, 2013 – July, 2014

Selected to participate in an Installed Base team to solve complex problems and increase new business. By leveraging this 20-man team's experience, \$50M in revenue was generated in the first year. Mentored novice sales professionals and assisted seasoned sales professionals with complex accounts. Helped identify upsell opportunities and brainstorm strategies to present HP's portfolio with the objective of increasing exposure. These efforts resulted in an astounding 145% overage in projected income.

Solutions Architect-Engagement Manager, Americas Sales Pursuit-Networks December, 2007 – May, 2013

After developing dynamic solutions in the Technology Services business unit, determined costs involved in delivering solutions for enterprise customers, both typical and custom designs which had to be completed on time and within budget constraints. Notable clients included GE Healthcare, Pfizer, Fidelity LPS, Honeywell, and FedEx to name a few.

Solution Architect Outsourcing Services, Managed Services Americas September, 2005 – December, 2007

Designed and managed Global IT outsource services and led regional and international teams to ensure timely delivery within the range of allocated funds.

Escalation Engineer – Project Manager November, 2003 – August, 2005

Fielded business escalations and provided leadership within communities. Developed, with modifications, a formal Action Plan and provided contingencies and non-technical solutions. Delivered proactive site assessments and acted as liaison to system administrators, senior staff, and executive management.

Education, Certification, Technical Training & Expertise

Education: B.S. In Business Administration - December, 1993
Minor in MIS (Management Information Systems)
University of North Carolina, Charlotte, NC

Studies In Electronics Technology
University of North Carolina – May, 1988

Studies in Computer Engineering
University of North Carolina – 1981-1984

Certifications: Disruptive Strategy, HBX-Harvard Business School (online); Big Data & Analytics, Emory University; CSM “Certified Scrum Master” #535148; SCRUM Leadership, The Georgia Institute of Technology; CSPO #535148; LeSS (Large Scale Scrum); ITIL v3 Foundation Certified #901553; ITIL Practitioner's Certified in IT Service Management: Support & Restore #10092270; VMware AirWatch Mobility Expert Certificate; MCSE/MCT Windows NT 4.0; Windows 2000; Windows 2003; and MCSA Windows 2003

Technical Training: Agile Project Management; Business Analysis and Acumen; Solution Architect Process; Break Away Selling; International Consulting; Presentation, Facilitation, and Negotiation Skills; Data Mining-Rapid Miner & R Language; Data Visualization-Tableau; Security and Risk Management; HP Nonstop Systems; Datacenter Environmental Skills 300; CCNA Cisco Training 607 and 801; Compaq ASE Training Proliants Servers-Tools and Troubleshooting

Expertise: Multilingual; Coaching and Mentoring Skills; Microsoft Virtual Server
VMware: NSX, vSphere, Workplace One, Horizon, AirWatch MEM Suite, ESX Server;
HP: UX Unit 10.1, ASE Cloud Architect V2 and Converged Infrastructure Architect, AIS ProCurve Networking and Mobility, Storage Solutions EVA/3PAR, Superdome 9000 to Low Range Integrity Servers, Blade System P;
H3C: 3Com Routing and Switching, Advanced Enterprise Networking

Affiliations

Member of the Scrum Alliance
Member of the Project Management Institute