

# JOHN DOE

Singapore – EP Holder | +6555555555 | John.Doe@gmail.com

## ENTERPRISE SALES ENGINEERING LEADER

***Demonstrated track record of leading exceptional product design teams, managing operations, creating revenue, and delivering cutting-edge products that benefit end-users and align with company strategic goals***

Innovative, detail-focused, tech passionate Enterprise Sales Engineering Leader with 16+ years of combined experience in sales engineering, product management and professional services, creating and growing global technology teams to create multi-million dollar products and solutions for enterprises across multiple industries, including telecom, finance, insurance, retail, and energy. Expertise in leading product design for fast-growing, market-disrupting products focused on customer engagement while consistently overachieving targets by building technical and business credibility with ability to manage multi-disciplinary projects across EMEA and APAC.

Delivers long-term value to customers through technology with deep understanding of enterprise architectures and technologies in the areas of Productivity, Contact Center, Data Center, SDN, and Cloud as well as emerging technologies such as Mobile Private Networks, 5G and IoT. Builds and develops high-performing teams and fosters inclusive team culture and functions as a thought partner to product leaders in defining bold visions for product designs and experiences.

### Areas of Expertise

- |                                      |  |                             |
|--------------------------------------|--|-----------------------------|
| --- Leadership/Development           | --- Executive Relationship Management      | --- Business Transformation |
| --- Contact Center/Global Experience | --- Intrapreneurship                       | --- Mobile Private Networks |
| --- Quality Assurance/Control        | --- Project/Budget Management              | --- Cloud & SaaS Solutions  |
| --- Technical Sales/P&L Management   | --- Productivity Tools/SaaS Business Model | --- Python, Java, IoT, 5G   |

## PROFESSIONAL EXPERIENCE

### ANY COMPANY

NOV 2016 – PRESENT

#### Head of Solutions & Services – APJ | Singapore, SG | Aug 2019 - Present

Managed and oversee business portfolios while utilizing industry information to understand partner or prospect business problems, goals and pain points to develop relevant product solutions. Lead cross-functional teams to build constructs supporting overall product strategy.

- ◆ Member of APAC Board of Directors, reporting to the APAC MD and Global Director of Solutions & Services, leading a team of 60 subject matter experts across the APAC region with responsibility for providing solutions and services to over 70% of the largest Fortune 500 companies in the world.
- ◆ Develop pre-sales strategy and solutions across Enterprise Networks, Productivity, IoT-5G and Cloud portfolios with an annual pipeline of \$400M+ and \$550M+ in service revenues.
- ◆ Strategically positioned Vodafone with CIO/CTO/Analysts by acting as regional technology spokesperson by sharing the company's vision, road maps, strategy, and best practices.
- ◆ Within 3 months of hire, achieved cost reduction to serve by 10% and enabled 30% of team with software development skills by implementing OKR methodology to establish goals on a quarterly basis.
- ◆ Within 9 months of hire, Won the largest Vodafone contract in APAC by enabling, motivating, and guiding the team through a long lengthy, meticulous creative process. Developed and managed the partner ecosystem by establishing 2 new partners, generating a pipeline of over \$30M.

#### Head of UC Product Development & Customer Solutions | London, UK | Nov 2018 – Aug 2019

Led product design initiatives to focus on customer engagement and produce highly usable and visually appealing customer-facing product experiences. Drove people, process, and product strategies to manage a shared design system serving multiple teams and products. Led development, commercialization, and implementation of integrated customer-strategic plans to attract and retain key customers.

- ◆ Oversaw and led a global team of 100+ product owners, software engineers and solutions architects to create and maintain Productivity and Contact Center portfolios with a \$15M budget.
- ◆ Created the first Vodafone CPaaS platform through utilizing cloud native architectures with AWS, Twilio & GCP DialogFlow, creating the foundation for the next generation of UC products by generating a new \$100M revenue stream.
- ◆ Led culture transformation by fostering innovation, data driven decisions, ownership and adopting new methodologies such as SAFe and DevOps, resulting in increasing increased productivity by 15%, speeding up releases by 2x and increasing team engagement over 90%.

**ANY COMPANY (cont.)****NOV 2016 – PRESENT****Manager, UC Customer Solutions | Madrid, ES – Newbury, UK | Nov 2016 – Oct 2018**

Took overall ownership of a range of projects and initiatives while managing and coordinating multi-disciplinary teams and stakeholders, including sales, solutions architecture, product, support, professional services, and partners.

- ◆ Led, coached, and mentored a team of 30+ solution architects and engineers to shape, design and pursue deals ranging from \$1M to \$75M for large productivity, conferencing and contact center solutions for MNCs.
- ◆ Hired 15 solution architects across Europe and retained key talent by facilitating promotions of 3 team members.
- ◆ Introduced digital design web tool for scope of work and bill of materials, resulting in 60% reduction in time to proposal.

**Principal Solutions Architect | Madrid, ES – Newbury, UK | Oct 2013 – Nov 2016**

Leveraged PMP knowledge to conceptualize, develop, and propose solutions to drive our growth and lead directly to top and bottom line results while working closely with clients to assist with solving critical challenges.

- ◆ Collaborated on initial team of 5 seasoned solutions architects creating and designing the first UC portfolio for Vodafone globally, which expanded to 5M end users. Led the first deals and overachieved quota by 200%.
- ◆ Automated onboarding process using web form and scripting, transforming the customer experience, and reducing costs by 60% per customer.

**ANY CORPORATION | Senior Systems Engineer | Madrid, ES****AUG 2012 – OCT 2013**

- ◆ Engineered and implemented complex project while maintaining and overseeing technology for assigned project.
- ◆ Led technical team to successfully design, build and deploy one of the largest collaboration projects in Europe with 300k end users, utilizing SIP, Cisco Collab, Pexip, VMware and integrating it with the wider IT ecosystem.

**ANY BUSINESS | IT Analyst | Madrid, ES****FEB 2007 – JUL 2012**

- ◆ Reviewed IT systems and internal processes. Managed assigned projects and coordinated upgrades, hardware, and software installations.
- ◆ Reduced overall IT spend by 10% YoY by automating data center tasks and virtualizing servers with Microsoft and Linux stacks VMware.

**OWNCOMPANY.NET | Founder at 17 | Madrid, ES****NOV 2004 – OCT 2008**

- ◆ Founded and bootstrapped \$100K annual revenue ecommerce business, managing all processes and tasks personally from full stack development to running marketing, interacting with customers, and overseeing all business operations.

**EDUCATION / TECHNICAL****Open University, United Kingdom**

BSc (Honors) Computing and BA (2015 – 2020)

**UOC, Barcelona, ES**

BEng in Telecommunications (2010 – 2013) (CCIE Dropped)

**Certifications**

SAFe / TOGAF / Cisco CCIE Collaboration #39440 / VMware VCP 3

**AWARDS / ORGANIZATIONS**

Any Company High Potential Program / Top Talent - across 4000 colleagues (2015 – 2020)  
Angel Club Startup Tech Advisory / IETF SIP Working Group

**LANGUAGES / VOLUNTEERING**

Bilingual Proficiency in English and Spanish (Native)  
Technovation Girls / Teaching Little Girls How to Code (2018 – 2019)