Jeremy Goins Little Elm, TX 75068 | 214.215.9068 | Jeremy\_Goins@Outlook.com

Senior Technical Sales & Support Leader

**Summary of Qualifications**

Jeremy is a proven, highly technical leader who draws from two decades of technical positions and broad industry experience across customer support, data center operations, professional services, and technical sales. A trusted advisor who partners with other technical leaders to help deliver and drive cohesive, strategic operations. Jeremy is passionate about developing technical resources that provide solutions to complex IT challenges and support to end customers.

**CAREER ACCOMPLISHMENTS**

* Increased opportunities won by 15%, accelerated quote process by 30%, improved hardware-pipeline-accuracy by 25%
* Drove customer satisfaction from 72% to 90%, first-call resolution by 15%, and decreased Tier-3 escalations by 24%
* Reduced software costs by $1.4M, decreased SLA-ticket resolution by 35%, and achieved 90% customer satisfaction rating
* Developed new-hire training program & designed succession planning to ensure high employee engagement and loyalty

 **Professional Experience**

**Zerto ⎯** Dallas, TX2019 – 2020

**Manager, Systems Engineering – Cloud and Channel**

Technical business leader responsible for all routes-to-market through channel partners, leveraging internal cloud architects and sales engineers. Resources work strategically guiding and executing technical sales enablement strategies for channel partners’ and their end customers’ digital transformation. Focused on partner’s private clouds, Azure, AWS, and IBM public clouds & hybrid-cloud solutions running on converged and hyper-converged technology stacks.

* **Partner with sales leadership to formulate sales strategies new and existing business**
* **Provided thought leadership to sales engineers and cloud architects**
* **Work with clients to identify business outcomes, service requirements and technical solutions**

**UDI ⎯** Dallas, TX2018 – 2019

**Solutions Architect – Business Development**

Solutions architect providing solutions across the Dell EMC technology portfolio directly to the end customer. UDI focus area is in the commercial space and is one of Dell EMC key partners selling directly to the customers well as co-sell efforts in partnership with Dell EMC resources.

* **Develop outreach process for new business development** & **Analyze and improve existing partner footprint**
* **Technical consulting for converged and hyper-converged architectures**
* **Evaluate On-Prem solutions – Shift and move to cloud and hybrid-cloud solutions**

**DELL EMC ⎯** Richardson, TX2013 – 2018

**Senior Manager Pre-Sales/Senior Manager Technical Support – Converged and Hyper-Converged**

Lead 15 technical cloud architects in delivery of enterprise multiplatform, hybrid and on-premise cloud solutions supporting $900M in annual sales. Evaluate customer infrastructure and workloads to provide right-fit architecture solutions aligned with business strategy and goals. Present value proposition to C-level executives and key stakeholders.

Directed globally distributed team of 25+ cloud-solution engineers supporting tier one environments, running mission-critical applications running on converged and hyper-converged infrastructures. Solutions span Dell, EMC, Cisco, VMware hardware and software technologies. 24/7 Operational Support team distributed in AMER, EMEA, APJ

* **Achieved 15% increase in opportunities won by working closely with channel teams**
* **Accelerated quote generation by 30% implementing new mobile sales proposal offering**
* **Reduced post-sales changes/errors by 25%**
* **Improved CSAT resolution from 72% to 90%**
* **Improved first call resolutions by 15%, decreased Tier 3 escalations by 24%**
* **Decreased customer hold times by 20%**

**IGNITE TECHNOLOGIES ⎯** Frisco, TX 2011 – 2013

**Senior Manager, Operations Services**

Recruited, hired, and developed Level 3 customer-support engineers providing managed service and support for Ignite’s SaaS based Content Delivery Network (CDN). Technical resources provided implementation and administrative tasks of the Ignite CDN and maintained the network infrastructure. On-Premise, Microsoft Azure-hosted cloud infrastructure provided the vehicle for the CDN. Engineers provided 24/7 operational support for Ignite’s infrastructure hosted on-premise and span collocations for redundancy.

* **Reduced outage incident reporting by 40%**
* **Achieved 90% customer satisfaction rating, exceeding infrastructure uptime**
* **Reduced ticket acceptance and resolution within SLAs by 35%**

**iDOC CORP ⎯** Dallas, TX 2006 – 2011

**Senior Manager, Technical Support Services**

Led developers, database and forensic engineers in Litigation Support Services and Technology departments. Directed and developed pre-sales engineers in support of SaaS, multi-terabyte, document-management systems. Provide managed services to law firms in support of document-review system hosted on-prem. Through discovery and end-user collaboration, developed product into a cloud-based solution and begun working with partners providing litigation-support services. Transitioned direct-sales business model into indirect-sales-driven through partners across North America. Implemented and rolled out SaaS and PaaS offerings to partners.

* **Developed indirect sales channel offering and grew 50% QoQ for 9 Qs**
* **Increased channel partners by 30% by providing a new On-Prem solution in lieu of hosting in our datacenter**
* **Implemented new back-end technologies for hosted solutions driving infrastructure cost down 25%**

*\* Previous positions as Reginal Manager at Bowne & Co., and SR Network Engineer at Nissan Motor Acceptance from 1999 – 2006. Information available upon request or may be discussed during interview process.*

**TECHNICAL PROFICIENCIES**

|  |  |
| --- | --- |
|  |  |
| **Platforms & Tools**: | Pivotal, Amazon Cloud, Salesforce, Workday, Service Now, Jira, VMware Cloud Foundation, VMware V Sphere Suite (NSX, ACI, EHC), Form Assembly, IVR, British Telecom, ERS, Recovery Point, Data Domain, Cisco UCS, Converged and Hyper-Converged systems, VxBlocks, VxRack, VxRail – Dell EMC Technologies |
|  |  |

**EDUCATION**

***ASU’x ~ Thunderbird School of Global Management, Phoenix, AZ – Expected Graduation June 2021 (classes pushed – Pandemic)***

*MicroMasters Graduate Program, Global Business Leadership & Management*

***Phoenix School of Business, Tempe, AZ ~ Graduated October 2013***

*Bachelor of Science in Business, Major in Management/Minor in Information Technologies*