GAUTAM BHATIA

, Aurora, IL 60504

QUALIFICATIONS

Sales professional with expertise in selling infrastructure management software solutions to CXOs and mid-level management in the airline, government, healthcare, manufacturing and medical devices industries. Works closely with customers to understand key business issues and effectively conveys the value-added benefits of solutions by combining well-honed business acumen along with broad technical knowledge. Accelerates the sales cycle by leveraging exceptional communication skills to conduct presentations to diverse audiences and explains complex concepts in understandable terms.

+ Technical Sales	+ Client Presentations	+ Proof of Concepts
+ Network Management	+ Systems Management	+ Power Messaging
+ Consulting	+ Professional Services	+ Business/IT Needs Analysis
+ Network Architecture	+ Root-Cause Analysis	+ Event Correlation

TECHNICAL SKILLS

- **Infrastructure Monitoring Solutions:** NetScout's Service Assurance solution, Manager of Managers, Network Fault Management, Network Performance Management, VoIP Performance Management, Virtual Systems Management, NetFlow, Network Traffic Analysis and Deep Packet Inspection.

- **Automation and Cloud Computing:** Spectrum Automation Manager, IT Process Automation, Self-Service Reservation, P/V Server Provisioning and Application Configuration Management.

PROFESSIONAL EXPERIENCE

NetScout Systems
Sr. Sales Engineer, Chicago, IL   2010-Present
Pre-Sales responsibilities include understanding customer's business and technical requirements and positioning/selling the entire suite of NetScout's Service Assurance solution set to Enterprise customers. Plan and execute POCs that highlight NetScout's competitive strengths to drive sales.

CA, Inc. (formerly Computer Associates)   2005-2010
Sr. Principal, Chicago, IL

Responsible for selling CA's Automation, Cloud Computing and Infrastructure Management (IM) solutions to enterprise accounts. Understanding, validating and communicating the value of CA's solutions in the context of customer needs and objectives. Work closely with Sales, Pre-Sales, Product Management and Product Marketing to drive Solution Sales opportunities by competitively positioning CA's solutions, namely Spectrum, eHealth, Wily and NetQoS.

Principal Consultant, Minneapolis, MN

Perform pre-sales responsibilities within Infrastructure Management business unit selling software solutions to Fortune 1000 companies. Accelerate sales cycle via presentations, demos and proof of concepts. Work closely with Sales, Marketing, Product Management, R&D and Professional Services organizations to extend the value of CA solution's capability at current customer base and prospects.
- Lead Proof of Concepts for CA's Spectrum Network Fault Management Suite, eHealth Performance Management Suite and eHealth for Voice Performance Suite.
- Increased cross-selling opportunities by building strong relationships with technical influencers, improved customer satisfaction and ensured product implementation success.
- Member of Area Sales Advisory Board.

Nuvo Network Management   2004 to 2005
Sr. Consultant, Minneapolis, MN
Technical Account Management responsibilities for multiple clients, pre-sales presentations, resource management and mentoring of technical staff. Project Management of Microsoft and Cisco technology projects, including:
- Remote systems management using Concord (now CA) agent technology and agent-less solutions.
- Implementing Enterprise Patch Management Systems.
- Security Projects – Checkpoint, Cisco PIX firewall implementations, Enterprise Anti-virus server deployment.

IT Dexterity   2001-2004
Managing Principal, Minneapolis, MN

Managed technical projects for startup organization focusing on Microsoft and Cisco technologies for Fortune 500s. Reduced client's infrastructure management costs and MTTR (mean time to repair), improved IT support efficiency, and reduced business risk.
- Enhanced efficiency of IT support by coaching staff on escalation procedures, project management methodologies, and best practices.
- Designed and deployed Enterprise Active Directory and DNS, migrated and consolidated domains, and led installation of servers, including file, print, Exchange, IIS, SQL, terminal servers, and desktops.
- Managed technology security design and audits, patch management, anti-virus, email spam, and servers.
- Reduced business risk by implementing firewalls and disaster recovery planning, evaluation, and testing.
- Secured environment by design & implementation of site-to-site VPNs using Cisco VPN concentrator.

Aquent, Bloomington, MN   1992-2001
Network Services Manager
Directed team responsible for Network Services for 31 sites in seven states in central US. Team supported sales, marketing, recruiting and staff consultants. Managed network services, infrastructure projects and IT budget for central US. Implemented best practices for technology management across BUs. Enhanced efficiency and agility of IT staff to support the business.

- Interfaced with management across business units to determine information systems and service needs.
- Created electronics communications policy, operations manual, and service level agreements.
- Negotiated contracts with hardware/software vendors, including ADP, Cisco, Dell, HP, and Microsoft.
- Reduced cost of hardware/software maintenance and network support by consolidating and integrating systems and processes after acquisitions.
- Increased efficiency by streamlining IT Support processes during rapid business growth.
- Trained MIS personnel on supporting business applications and managing network infrastructure.
- Architected and designed installation of MCI Frame-Relay WAN equipment with remote dial-in.
- Managed team supporting distributed databases, desktop image rollouts and applications.
- Deployed Microsoft systems management servers across North American sites.

Systems Engineer
- Analyzed business requirements and managed selection/installation of LAN/WAN hardware and software, including Cisco routers, Desktops, and Windows NT servers.
- Maintained MCI frame-relay WAN for six Midwestern sites with DMZ between company network, development center, and customer site.

Technical Consultant
- Consulted on network infrastructure related projects to Fortune 100 companies.
- Provided network services support for John Deere Health Care, installing and maintaining Token-Ring network devices, including bridges, IBM 3174 controllers, IBM LAN servers, and Novell NetWare.

E D U C A T I O N

University of Minnesota. Carlson School of Management, Minneapolis, MN
M.B.A., Management of Information Systems, Operations, 2002

Augustana College, Rock Island, IL
B.A., Computer Science, Physics, 1992

INDUSTRY CERTIFICATIONS

- IT Infrastructure Library Foundation Certification (ITIL)
- Cisco Certified Internetwork Expert – Voice (CCIE written)
- Cisco Information Security Specialist (CISS)
- Cisco Certified Network Associate (CCNA)

SALES TRAINING

Discovery Techniques
Situational Sales Negotiations
Solution Selling