

Ben Lewis

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Consulting Systems Engineer / Technical Sales Professional

*Exceeding expectations for growth, revenue, and profitability
Collaboration, Unified Communications, and Virtualization*

- **Collaboration**
- **Software-as-a-Service (SaaS)**
- **Voice over IP (VoIP)**
- **Unified Communications**
- **Mobility**
- **Virtualization (VDI)**

Distinguished career reflects an impressive record of achievement in the planning, support, and management of sales and marketing initiatives that have consistently delivered exceptional returns. Expert in pre-sales engineering, executive-level presentation, solution architecture design, and building relationships with executive, and technical decision makers. Passionate about dominating the competition and protecting company interests in a dynamic, high-pressure marketplace.

Career Highlights

- **Original member of Cisco's Microsoft Competitive Escalation Team. Regularly engaged as a regional expert on this topic in high-visibility "must-win" deals**
- **As a Product Marketing Manager, successfully launched a flagship product with ownership and responsibility for development of all marketing and training materials. Leading cross-functional teams critical to success of product development and launch.**
- **My unique blend of technical and presentation skills results in being frequently invited to speak at Cisco's Executive Briefing Center on topics ranging from high level collaboration strategy to the technical details of our global collaboration backbone**
- **Passionate about technology, passed two major certifications in one calendar year.**
- **Track record of success: Repeatedly earned "top performer" awards while in sales roles, earned the Achiever award with Cisco for my team's outstanding attainment in 2010**

Professional Experience

Cisco Systems; San Jose, CA

2008 to Present

Consulting Systems Engineer, Collaboration

I am a customer-focused pre-sales consulting engineer and lead the technical discussion with my account team and our customers on all aspects of our collaboration and Unified Communications (UC) portfolio. I am responsible for the customer technical relationship up to and including the CTO/CIO. I collaborate with Account Manager and Account Systems Engineer to design, develop, and recommend complex solutions. I provide an architectural perspective across all product the Cisco portfolio and can leverage my technical specialization and expertise in a variety of opportunities. I am looked to as an expert in my area of responsibility by both the account team and our customers. I actively mentor junior team members, show leadership, share knowledge and best practices throughout Cisco. I have an in-depth knowledge of key competitor offerings and keeping up-to-date on the marketplace for collaboration and UC is a requirement - this is information which I regularly deploy in executive-level meetings and briefings.

Technical Leadership — Own all aspects of the technical relationship from the “C” level down within my Enterprise (Fortune 500) accounts. Consult on complex collaboration and UC solution architecture both internally with my account team, and externally with customers. Articulate the Cisco collaboration portfolio in a complex marketplace with a variety of customer short and long term needs and requirements.

Product Development — Provide regular feedback to product and engineering. This relationship is critical to the ongoing dialog around how our solutions are working, what the customer pain-points are, and how we stack up in the marketplace. Responsible for creatively demonstrating our solutions ROI and articulating these findings to our customers. Develop and implement project plans for a variety of complex solutions.

SAVVIS; Santa Clara, CA

2004 to 2008

Technical Marketing Engineer (2005–2008)

Promoted to this technical marketing position to lead support for a \$180 million line of business. Subject matter expert (SME) for managed network and related virtualization solutions in the SAVVIS product portfolio. Supported reps in C-Level sales calls and account planning sessions. Generated marketing and training materials for new and existing products.

Driving Sales Growth — Responsible for increasing top-line revenue from my product set ten percent quarter-over-quarter, for analysis of this revenue, and for insuring that the sales teams consistently targeted the correct companies in the marketplace utilizing my product set.

Front-Line Technical Support — As the first line of support for sales and sales engineers, regularly met with clients, did account planning, and helped to target appropriate companies.

Expertise in:

- Infrastructure-as-a-Service (IaaS) virtualization products
- Disaster Recovery and Business Continuity solutions
- Both ATM and MPLS network backbones
- Content delivery, caching, and acceleration
- IP applications including VoIP, carrier-class IP transit, and peering

Global Account Manager (2004-2005)

Drove revenue growth with our customers in the San Francisco Bay Area. Successfully met growth targets of \$200,000 net-new revenue per year and a 20% increase in existing revenue year-over-year. My responsibilities included consulting with senior managers, executive presentations, and developing, proposing, positioning, and selling virtualization products to existing and new clients.

Reliable Performance — Finished 2004 in the top 10% company-wide, was top in my region in quota and new revenue attainment.

Market Image — Increased market image by representing the company at top trade shows and by attracting C-Level industry leaders to social events.

AT&T Business Services; San Francisco, CA

2002–2004

Global Account Manager, Managed Services

Assumed primary responsibility for revenue maintenance and growth in assigned accounts, and directed various sales support resources in the execution of plan for successful attainment of revenue objectives. Exercised team leadership skills that included enabling individual and team effectiveness, developing and maintaining channels of communication, resource alignment, proactive planning, and excellence in execution.

Consistent Overachievement — Achieved over 180% of quota in first sales year, with an annual new revenue goal of \$216,000. Successfully maintained \$120 million in existing annual revenue. Invited to take, and subsequently passed, the AT&T Client Business Manager assessment interviews and examination.

Revenue and Growth and Leadership — Achieved positive net revenue for each account (including accounts receivable and adjustments) in my portfolio. Led a matrixed team of pre-sale technical resources and post-sale project management and life-cycle resources.

Cable & Wireless USA; San Francisco, CA **1999–2002**

Global Account Manager

Responsible for generating new business and growing existing revenue from ISP, ASP, CAP and CLEC customers. Designed proposals for OC12/192 and Fast/Gigabit Ethernet based IP services. Negotiated settled peering agreements with other IP carriers in the early days of the Internet.

CRL Network Services; San Francisco, CA **1997–1999**

Sales Engineer

Supported team of 7-10 AMs. Supported Frame Relay, TCP/IP, ATM, and data center solutions.

Enterprise Rent-a-Car; Novato, CA **1995–1997**

Manager

Supervised over twenty employees, set branch records for revenue and customer service.

Education & Credentials

Master of Business Administration, San Francisco State University (MBA)	2006
Bachelor of Science in Psychology, The Pennsylvania State University (BS)	1995
Cisco Certified Network Associate (CCNA)	2010
Cisco Certified Network Associate - Voice (CCNA-V)	2011

Other Notable Information

Member, San Francisco State Graduate Business Student Association & Marketing Association

Member, Penn State Alumni Association, Phi Kappa Sigma Fraternity, Boxing Club (Welterweight)

Co-Author: "Memory: The Roles of Tempo Change and Mood Mediation." *The Journal of Experimental Psychology: Learning, Memory, and Cognition*. 1996, Vol. 22, No. 6 1354-1363.

Member, Mac User Group (MUG); State College, PA, San Francisco, CA - Mac "Expert"