

Rob Mullins, MBA

PRE SALES LEADER/ENGINEER

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Professional Summary

Pre-Sales Leader/Engineer - Value Summary:

1. **Technical Expertise & Solution Selling:** Demonstrate in-depth **Microsoft Azure expertise** and a **proven track record** of selling data storage solutions, **exceeding sales goals, and delivering customer-focused solutions.**
2. **Strong Communication & Presentation Skills:** Actively listen and translate complex technical concepts into clear and concise language, **engaging customers** - bridging the technical divide and **driving successful sales presentations.**
3. **Collaboration & Teamwork:** Foster **collaborative relationships** with internal and external stakeholders, ensuring alignment and delivering successful project outcomes.
4. **Result-Oriented & Customer Success Driven:** **Exceeded sales quotas (often by 1-3x goals)** and consistently met customer needs, demonstrated by attention to customer **ROI metrics and active pain point elimination** engagements.
5. **Adaptable & Resilient Learner:** Demonstrate adaptability and a commitment to learning by actively acquiring new knowledge and skills, including recent **Microsoft Azure certifications** (3 courses and 2 certificates in 2023 alone).

Experience

Electric Power Research Institute (EPRI) | Manager, Infrastructure

03/2020-Present

- **Enhanced efficiency** of cloud/on-premises solutions (including Azure Government/Commercial and Virtualization deployments) through effective **direction and leadership of a 12-person technical team.** Includes **+30-40% growth in Azure/Multi-cloud Solutions YoY with the same staffing model** supporting business growth.
- **Spearheaded team growth**, enabling **addition of 1+ major, unplanned platforms/yr. with minimal impact to planned initiatives** resulting in business transformations through cloud-based solutions (ex. Hyper-V & S/4 HANA). Through the resulting highly adaptable team, the **business realizes performance efficiencies** - meeting competition demands **while maintaining level headcount and personnel costs.**
- **Optimized performance and efficiency** in the data science platform while **conforming to compliance and governance standards** through leading a collaborative matrixed team delivering performance & improved network security with minimal production system impacts (**read: minimized customer and revenue impacts**).
- **Migrating key production data center** from SC (closed) to TX (opened/new) during an 18-month project to **close disaster recovery (DR) finding. Leading team** designing infrastructure for new data center - **prioritizing and optimizing migration changes.** Expected outcomes of the ongoing project include **geographic separation, tighter security** to production application, and other **optimizations supporting business** processes. Initiative supports a **20% increase in project load while maintaining the current staffing model.**
- **Led migration** of on-prem SAP Basis (and dependent services) to SAP S/4HANA Cloud to maintain platform currency.

- **Streamlined ServiceNow** operational processes enhancing provisioning/de-provisioning resulting in **30% reduction in vulnerabilities** resulting in lower financial and reputational risk to the business.
- **Directed IP transition datacenter project** worked across **10+ teams and 200+ people** successfully delivering the transition and network improvements resulting in better **disaster recovery** capabilities (**business financial & reputational security**) while **reducing network expenses by 20% annually**.

DELL Technologies| Senior Manager

01/2018-03/2020

- **Exceeded annual sales quota targets by up to 3x through consistent sales partnership and leadership between customers and teams.**
- **Delivered data storage solutions** for 100+ active customer accounts **achieving enhanced, customer focused, solutions and issue resolution** through exemplary leadership of Sales Engineering team (**8-14 members**) resulting in **meeting and exceeding sales goals**.
- **Designed and implemented** business winning cloud solutions supported by **ROI metrics and customer pain point elimination** through catalyzed collaboration between presales prospects and technical teams.
- **Imparted knowledge & expertise** to diverse audiences through ad-hoc and prepared presentations resulting in greater understanding of technical and business concerns and **reduction of misunderstandings and related project defects**. Leveraged both deep technical experience and strong communication, collaboration, and mentoring skills to achieve improved results.
- **Surpassed customer requirements and sales goal metrics** through team coaching and delivery of compelling and impactful sales presentations as evidenced through my team consistently **exceeding set sales goals and milestones**.
- **Spearheaded delivery of value-based demos to customers** resulting in elimination of expressed concerns and boost in sales growth. Accomplished through **active, collaborative team instruction and knowledge sharing** on emerging cloud and other technologies.
- **Influenced customer success** through championing and fostering **two-way exchange of feedback** resulting in the **collaborative team environment** responsible for the team's overall success.

DELL EMC | Systems Engineer Manager

07/2015-01/2018

- **Fulfilled delivery of quality solutions** delighting both customers and company as evidenced by outperformance of annual sales quotas - most notably **exceeding the quota by 200% in 2017**.
- **Delivered sales growth in both domestic and international markets** through effective leadership of the engineering team (**10-12 members**) resulting in **consistently exceeding sales quotas and expansion of market reach**.
- **Partnered with sales team and international account teams** (examples: Mexico and Argentina) forging **strong relationships** between customers and team members **bolstering sales processes and objectives**.
- **Optimized customer data storage systems** through implementation of advanced technologies (examples: XtremIO, VMAX All Flash, VBlock, VxBlock) resulting in **strong customer satisfaction from performance** and other improvements.

DELL EMC | Senior Systems Engineer, Enterprise Market

03/2010-07/2015

- **Drove sales growth, exceeded team's sales quota by 100% in 2012** through teamwork and strong partner relationships.
- **Drove account sales** by fostering understanding of their unique business challenges and needs, demonstrating product value to address those needs, and **cultivating strong partnership relationships** as evidenced by **successful sales and repeat business**.

- **Presented and delivered recommended customer tailored solutions** through sales campaigns initiated and led by me and my team. Throughout the campaigns knowledge and expertise were demonstrated to the customer resulting in **strong partnerships and "delighted customer" outcomes**.

NWN Corporation | Practice Manager Systems, Storage & Virtualization 01/2008-01/2010

NWN Corporation | Technical Consultant 06/2004-01/2008

Additional work experience omitted for brevity.

Education

Wake Forest University (Winston-Salem, NC) - MBA (Master of Business Administration) 12/2008

Guilford College (Greensboro, NC) Bachelor of Arts (BA) 05/1989

Major: Economics

Classes, Certifications, and Awards (Recent)

- **Classes:**
 - **AZ-500 Microsoft Azure Security Technologies** (October 2023)
 - **AZ-203 Microsoft Data Engineer Associate Class** (September 2023)
 - **AZ-104 Microsoft Azure Administrator Class** (June 2023)
 - **AZ-900 Microsoft Azure Fundamentals** (April 2023)
 - **DP-900 Microsoft Azure Data Fundamentals** (June 2023)
- **Certifications:**
 - **Azure Data Fundamentals Certification DP-900** (July 2023)
 - **Azure Fundamentals Certification AZ-900** (May 2023)

Technical Skills

- Microsoft Azure
- Microsoft Active Directory
- VMware virtualization, network switching and routing, SD-WAN and SASE, Qualys and Rapid7
- Multi-cloud environments

Human Skills (Soft Skills)

- Technical Leadership - Empathetic/Collaborative, Trust Building, Motivating
- Active Listening, Communication
- Critical Thinking, Problem Solving, Analytical Thought
- Collaboration, Trust Building
- Customer Focus - Bridge between technical & business understanding
- Personnel Development, Training and Mentoring
- Business Partner Relationship Development
- Personnel Management - Negotiation, Hiring, Interviewing, Assessments, and more
- Presentation Delivery