

Tom Utley

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SUMMARY

A professional computer engineer with nine years of customer facing experience dealing with digital television distribution products and web based management systems. Experienced in gathering requirements, presenting to audiences ranging from field technicians to chief technology officers, formulating customized solutions, troubleshooting customer issues, and developing new product proposals. Accustomed to working in a fast paced environment; skilled in: pre-sales, post-sales, applications engineering, solution design, product management and business development. Excellent at building strong customer relations and learning new technologies.

ACCOMPLISHMENTS

- Sold solutions to: tier 1, 2 and 3 cable and telephone companies, equipment manufacturers, content providers, and national broadcast networks, while acting as the technical resource and solution architect of the sales team.
- Coordinated with national sales manager to develop a partnership with the National Cable Television Cooperative.
- Supported named account managers in closing orders valued at or above \$1 million.
- Contributed to regional sales managers successfully exceeding quota on a regular basis.
- Presented technical papers by chief scientists to chapter meetings of both SMPTE and SBE.
- Increased QA testing efficiency and knowledge base by developing a test tracking database application for a multinational telecommunications company.

SKILLS

Operating Systems:

Windows (NT,XP,Server) – 9 years

MacOS – 2 years

Linux – 7 years

Unix – 5 years

Languages:

Perl – 3 years

Visual Basic – 5 years

Javascript – 3 years

SQL – 5 years

C / C++ – 3 years

AJAX – 1 year

PHP – 1 year

Databases:

Access – 5 years

MySQL – 6 years

Applications:

Office – 9 years

Visio – 6 years

Salesforce - 3 years

Rational Tools – 3 years

Hummingbird Connectivity – 5 years

Clarify – 4 years

Communications:

TCP/IP – 9 years

MPEG – 9 years

Mobile Video – 2 years

Ethernet – 9 years

DOCSIS – 6 years

Virtualization – 4 years

Digital TV – 9 years

LAN Management – 5 years

EXPERIENCE

IneoQuest Technologies, Mansfield, MA

2006-2010

Sales Engineer

- Served as the technical liaison (between sales and the customer) during the pre-sales process from initial presentations to installing and tracking complex trial systems.
- Managed accounts from the technical perspective, including: reporting bugs, providing updates on software, firmware, and technical support issues, and up-selling customers on new products and further deployments.
- Identified key features and new products through customer relationships and assisted marketing and engineering in the development process.
- Accustomed to traveling up to 90% of the time and making anywhere from 1 to 10 client visits per week.

Amino Communications, Atlanta, GA

2005-2006

Sales Engineer

- Solved problems with IPTV set top boxes and IP networks in live customer deployments ranging from network service quality to software bugs.
- Integrated IP STBs on site with telephone companies and service providers from product demos to full rollouts.
- Served as technical liaison at Tel-Co industry trade shows.
- Responsible for setting up and demonstrating products in trial scenarios on customer premise.

Motorola, Atlanta, GA

2001-2005

System Integration Engineer

- Interacted with international and domestic cable operators and Motorola program managers to implement and troubleshoot digital television products including Motorola head-end solutions, Motorola set top boxes, and third party equipment.
- Participated in weekly meetings with developers, project managers, and testers dealing with DVB product feature requests and change requests generated by customers and testers.
- Developed and executed test plans for Motorola Set Top Box Software based on customer requirements, marketing feedback, and design specifications, including such features as Video On Demand, Personal Video Recorder, DOCSIS communication, Interactive GUI, and Ethernet Bridging.
- Initiated, developed, and maintained a test tracking database using Visual Basic and SQL Server utilized by testers and managers leading to improved test coverage, reduced test cycle times, and improved quality metric reporting.

EDUCATION

University of Georgia, Terry College of Business — MBA — Emerging Technologies

Clemson University — Bachelor of Science — Computer Engineering

OTHER

- Member of the Society of Motion Picture and Television Engineers
- Member of the Society of Cable Telecommunications Engineers
- Played College Football at Clemson University
- 10 Handicap