

CRAIG MANAHAN

SENIOR TECHNOLOGY LEADER Cross-Functional & Cross-Industry Experience

Highly qualified Senior Account Executive with experience in Mobility, Cloud Computing, Services, Open Systems, Networking, hands-on Team Management, Sales, and Pre-Sales within the Telecommunications, Internet Service Provider, Financial Services, State and Local Government, Education, and Healthcare industries. A results-focused and effectual leader with proven ability to build world-class technical teams. Talent for proactively identifying and resolving problems. Strengths in:

- Private Cloud
- Hyperconverged Systems
- Data Management / Storage
- Virtualization
- Infrastructure Consulting Services
- Technical Sales / Sales Leadership
- Technical Team Building
- Team Leadership
- Business Planning
- Network and Systems architecture
- Network and Systems operations
- High Performance Computing

PROFESSIONAL EXPERIENCE

RoundTower Technologies - Cincinnati, OH

May 2017- Present

PRACTICE MANAGER - Modern Data Center

Responsible for the Modern Data Center business for RoundTower which includes Private Cloud, Hyperconverged, Converged, Software defined Storage, Traditional Storage (Block, File), and virtualization. In 2018 achieved 125% of the overall Gross Profit target, and 163% of the services target for the Converged and Hyperconverged businesses. Drove 277% YoY growth with our top Hyperconverged partner between 2017 and 2018. Bui

Lenovo - Morrisville, NC

January 2016- May 2017

ACQUISITION ACCOUNT EXECUTIVE - Data Center Group

Hired to help build Lenovo's Data Center business after their acquisition and integration of IBM's x86 server business. Responsible for calling on key large accounts in the Southern Ohio, and Indiana region to build the DCG business within those accounts and selling the full portfolio of servers, storage, networking, services, and solutions.

Dell, Inc. - Round Rock, TX

July 2007 - January 2016

SENIOR SALES SPECIALIST - DELL SECUREWORKS

November 2014 - January 2016

Responsible for direct sales and customer relationship management for large enterprise accounts in Southern Ohio and Indiana. Acquisition sales role, responsible for building sales with non-current customers.

ACCOUNT EXECUTIVE - LARGE INSTITUTION

February 2013 - November 2014

Responsible for direct sales and customer relationship management for large commercial accounts.

Responsible for managing global relationship with several key customers, including managing a global virtual team of Dell resources.

Selected Results:

- Fiscal Year 2015 First Half
 - 150% of plan for the 1st half of FY15
- Fiscal Year 2014
 - Account Executive of the Year - Great Lakes Region
 - Achieved over 116% of plan for the year

ACCOUNT EXECUTIVE – PUBLIC ACCOUNTS

March 2010 - February 2013

Responsible for direct sales and customer relationship management for over 50 higher education, K12, and state and local government accounts across two States.

Selected Results:

- Fiscal Year 2013
 - Networking AE of the Year - Great Lakes Region
- Fiscal Year 2012
 - Account Executive of the Year - Great Lakes Region
 - Storage Executive of the Year - Great Lakes Region
 - Enterprise Sales Executive of the Year - Great Lakes Region
 - Achieved over 150% of plan
 - Gold Award in Q4 for outstanding achievement
- Fiscal Year 2011
 - Achieved over 100% of plan in first year
 - Established new relationships with CIO's, Superintendents, and IT leaders
 - Significant win at a K12 district, selling over 8200 netbooks with installation services with a deal value over \$5Million.

SOLUTIONS CONSULTANT – LARGE ENTERPRISE - GLOBAL 500

July 2007 – March 2010

Provide technical sales leadership in the areas of servers, storage, services, and software to large global accounts based in the Cincinnati area. Responsible for a quarterly sales quota of over 2.5 million.

Selected Results:

- Systems consultant of the quarter – Q4, Fiscal Year 2008
- Responsible for design and sale of over 3 million dollars worth of HPCC solutions at a global manufacturing customer.
- Over 100% of quota in previous half of the year in Fiscal Year 2009.

ProScan Imaging – Cincinnati, OH

April 2004 – July 2007

DIRECTOR OF INFORMATION TECHNOLOGY AND SECURITY OFFICER

Responsible for managing the IT, Customer Service, and Transcription departments for an International tele-radiology company. Responsible for the day-to-day operations of the company PACS/RIS system, as well as all core IT Infrastructure components. Ensure HIPAA compliance as it applies to Protected Health Information.

Selected Results:

- Renegotiated telecommunications contracts saving the company over \$200,000 per year.
- Researched, selected, negotiated, and implemented a 1.3Million dollar PACS purchase to replace aging image management infrastructure.

- Implemented Exchange 2003, and Active Directory to replace NT4 domain, and Exchange 5.5.
- Built IT staff from the ground up, identifying and filling positions necessary to create a world-class IT department.
- Implemented a web front-end using open source technologies to provide a view into image gateways, lowering costs, and improving workflow.
- Implemented an on-call process for handling the 24x7 IT needs of the company, and a helpdesk ticket system to track and document all IT requests.
- Implemented an open source monitoring platform to monitor all network devices and servers and the services that they provide.
- Selected and installed a company wide fax server solution allowing manual fax processes to flow as electronic documents.

American Financial Group – Cincinnati, OH

April 2002 – April 2004

DIRECTOR – SERVER SERVICES (April 2003 – April 2004)

Responsible for managing the day-to-day support of a server farm consisting of over 500 servers. The environment consists of all types of servers including SUN Solaris, HP-UX, Linux, Windows NT, Windows 2000, and Windows 2003.

Selected Results:

- Streamlined the Server support team to reduce cost and focus server support.
- Revamped the server support cost model, reducing costs for customers and providing data to support an a-la-carte model for internal purchasing of server hosting and support.
- Managed the cleanup of a 2.4 Million dollar hardware lease and the associated maintenance contracts, providing the company with significant cost savings.

DIRECTOR – LOCAL AND METROPOLITAN AREA NETWORKS (April 2002 – May 2003)

Responsible for the day-to-day operations of a Local and Metropolitan network consisting of 10,000 network ports, and connections to over 70 Remote locations. Responsible for network services such as DNS and DHCP.

Selected Results:

- Established On-call Procedures for the LAN and WAN team to provide better response time to critical operational issues, and to allow the Engineers that were not on call to focus on completion of key projects.
- Solidified the company's internal DNS service by moving the secondary DNS to a geographically diverse location to provide building, power, and network fault tolerance to the service, and to accommodate the addition of Disaster Recovery functionality to the service.
- Implemented base level monitoring functionality for all devices in the Cincinnati campus and Remote locations, as well as the services they manage. Automatic page-out to the on-call pager allows for timely and pro-active resolution of issues.
- Implemented new platform for DNS to provide better reliability, and scalability of our local DNS services.
- Implemented External DNS services to simplify the management of our Internet domains, and cut response time for DNS requests in half.

Cincinnati Bell / Broadwing Managed Hosting – Cincinnati, OH December 1999 – April 2002

DIRECTOR – SYSTEMS AND SECURITY

Directly responsible for the hands on management of the systems and security group of a startup

managed hosting business. Hired and lead the fifteen-person team comprised of Unix, NT/2000, Network, and Security Engineers.

Selected Results:

- Directly involved in the initial operations planning of the company, including the hiring of the technical staff. Had a direct impact on growing the business to an 11.8 million dollar business in less than 18 months.
- Established procedures and standards for managing outsourced e-commerce platforms. Including standardized builds for Network Operating Systems, customer switches and routers, load balancing devices, and Firewalls.
- Built and managed a secure environment for managing multiple customer networks, and systems using software and hardware VPN technologies.
- Directly involved in the development of the hosting product suite, and documentation standards for the Operations group.
- Provided sales support, network design, and initial systems engineering for all managed hosting clients.
- Installed first large client which included redundant Checkpoint firewalls, Cisco switches, F5 Big/IP Load Balancers, SUN servers fiber connected to an EMC symmetrix, and redundant Internet connections.
- Successfully conducted an internal security audit of the Managed Hosting systems and network, and then built and executed a plan to fix all issues discovered.
- Awarded Broadwing Ovation award for top 1% of achievers in the company.

Cincinnati Bell / Zoomtown – Cincinnati, OH

November 1998 – December 1999

TEAM LEADER – SYSTEMS ENGINEERING

Managed the build out and day-to-day operations of the systems infrastructure for the Zoomtown ADSL service including mail, chat, calendar, radius, backup, and DNS servers. Provided direction and mentoring for Unix and NT administrators as the leader of the Systems Engineering team.

Selected Results:

- Hired top notch Unix and NT talent as part of the Systems Engineering team. Provided Leadership and Direction to a young, but talented group of Internet Engineers.
- Led and completed the year long Y2K project. Responsible for testing all systems components, and software utilized by Zoomtown, and Fuse Internet Access services.
- Responsible for building and managing custom web servers responsible for providing content and authentication for all local Zoomtown ADSL subscribers.
- Directly responsible for Firewall and Unix support for a local healthcare company.
- Responsible for building custom email platform for Zoomtown customers and integrating that platform into the already established Fuse platform.

Cincinnati Bell / Fuse Internet Access – Cincinnati, OH

April 1996 – November 1998

TEAM LEADER / UNIX ENGINEER

Built a small operations team of Unix and NT administrators to help run the day-to-day operations of Fuse. Hired the first NT administrators into the team.

Selected Results:

- Responsible for administering a custom mail platform consisting of over 50,000 mailboxes.
- Built and maintained DNS servers supporting over 1000 individual domains.
- Built security policies and managed firewalls using Checkpoint Firewall-1 both internally and for several customers, including a local bank.
- Managed a customer database and billing system running on top of an Oracle 7.3.3 backend.

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- Administered radius servers supporting over 4000 modems and 60,000 users.
- Built and managed a web server infrastructure consisting of Apache, Netscape Enterprise, and Microsoft IIS servers supporting over 600 shared web hosting customers.
- Managed a backup infrastructure consisting of a Legato backup server connected to a DLT 7000 tape silo, backing up over 100 nodes.
- Customized and managed a web server with over 5000 free websites for Fuse dialup customers with custom PERL scripts allowing customers to manage their content with only a web browser.
- Managed a custom sendmail server for virtually hosting and managing email for enterprise customers. Solution allows customers to control the mailboxes in their domain themselves through a web browser interface.

VOLUNTEER EXPERIENCE

Warren County Soccer Academy - Youth Soccer Club

BOARD OF DIRECTORS - PRESIDENT

July 2013 - January 2017

Responsible for Directing the Board of Directors for Warren County Soccer Academy, a youth soccer club in Northern Cincinnati. Provide strategic direction, lead board meetings, provide oversight of full time staff running the day to day club operations.

BOARD OF DIRECTORS - SECRETARY

July 2010 - July 2013

Responsible for meeting minutes at board meetings, and providing the working agenda for each meeting. Participate as a member of the board in strategic discussions or decisions.

Cincinnati United Soccer League

BOARD OF DIRECTORS

July 2015 - January 2017

Serve on the board of Directors of the largest volunteer run soccer league in the country. Attend quarterly meetings and provide strategic direction and input.

Ohio South Youth Soccer Association

BOARD OF DIRECTORS - SECRETARY

January 2016 - Present

Serve on the board of Directors of one of the largest State soccer associations in the country. Serving 60,000 youth soccer players.