



Jody O'Brien

"Changing with technology a *bit* at a time."

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PROFILE

Business Professional with cross-functional expertise in business development, technical sales, IT and project management. I am a veteran of the Canadian Military with more than twenty years of experience in the Security and IT industries, combining strong analytical skills with technical knowledge and excellent interpersonal skills to positively contribute to the overall success of thriving organizations. Proven history of meeting demanding deadlines and budgets/quotas. I have the ability to engage in technical conversations or relay technical information in easy-to-understand terms. Well versed in several computer operating systems and software applications. Project Management Professional (PMP) and ITIL 4 Foundation certified.

EXPERIENCE

REGIONAL SALES MANAGER, MOTOROLA SOLUTIONS. — 2022 – PRESENT

- Identify strategic new business opportunities with a focus on Partners and End Users.
- Maintain relationships with current clients and identify new prospects across the entire product portfolio.
- Manage opportunities in Salesforce.com.
- Provide Partner training on products, partner programs, and ecommerce.
- Communicate regularly with all Partners in the territory (Atlantic Canada), ensuring they have up-to-date product and pricing information.
- Maintain a working knowledge of competitive offerings.
- Be the Subject Matter Expert for all products under the Avigilon Brand (Cloud and On Premise / Video and Access Control)

CHANNEL SALES EXECUTIVE, MOTOROLA SOLUTIONS — 2021 – 2022

- Identify strategic new business opportunities with a focus on End Users.
- Maintain relationships with current clients and identify new prospects.
- Manage opportunities in Salesforce.com.
- Provide basic technical guidance and product training.
- Maintain a sales pipeline and accurately forecast sales.
- Maintain a working knowledge of competitive offerings.

BUSINESS DEVELOPMENT MANAGER, TELECON INC. — 2018 – 2021

- Identify strategic new business opportunities.
- Maintain relationships with current clients and identify new prospects.
- Research prospective accounts, generate leads, pursue opportunities and follow through to the end of the sales cycle.
- Actively listen to potential clients' needs and pain points to identify and position appropriate solutions.
- Maintain a sales pipeline and accurately forecast sales.
- Communicate effectively with both internal and external clients.
- Manage projects to completion as required.
- Design and implement technical solutions

TECHNOLOGY SOLUTIONS SPECIALIST, GRAYBAR CANADA — 2005 – 2018

- Track record of successfully designing, selling and implementing various security and technology solutions using a consultative approach.
- Provide Pre and Post-Sales support and engineering of a technical nature to clients on an ad-hoc basis.
- Responsible for personal professional development as it pertains to emerging technologies (VoIP, WiMAX, Wireless Broadband, etc.) as well as security products (IP CCTV, card access, paging, etc.)
- Support Comm/Data account managers in solution sales opportunities in the region.
- Assist in training Inside Sales Representatives on various products (i.e. Switching, Wireless Broadband, Industrial Networking, Telephony, UPS, Network Test Equipment, etc.).
- Participate in industry trade shows and travel extensively.

NETWORK / COMPUTER TECHNICIAN, HALIFAX REGIONAL SCHOOL BOARD — 2002 - 2005

- Install, configure, troubleshoot, and repair network and telephone cabling, and connectivity hardware.
- Install, configure, troubleshoot, and repair computer and telecommunications hardware.
- Developed and maintained a thorough knowledge of the information and communication technologies in order to provide quality and timely technical support to end-users.
- Act both proactively and reactively to define and resolve technical problems. Recognize and implement opportunities for technical improvements.

INFORMATION PROCESSING OFFICER III, N.S. DEPT. OF EDUCATION — 2001 - 2002

- Maintain and troubleshoot a multi-platform network.
- Demonstrate new technologies to staff.
- Evaluate and recommend computer hardware, accessories and software.
- Provide advanced technical support and troubleshooting for various software and hardware platforms.
- Website Development.

CONSULTANT / PROJECT MANAGER, ABL INTERACCESS CONSULTING (1996) INC. — 1998 - 2001

- As an IT consultant I researched and made recommendations on hardware, software, and infrastructure requirements that helped shape technology in Nova Scotia classrooms.
- Delivered IT Professional Development training to several hundred teachers in Nova Scotia.
- As a Project Manager, coordinated every stage of the project from specification and design to procurement and implementation.
- Co-Chaired Technology Committee.
- Participated in design and site meetings with electrical engineers, general contractor, and architects.

CANADIAN FORCES, REGULAR FORCE — 1992 - 1997

Served in both the Navy (Electronics Technician) and the Army (Infantryman).

EDUCATION

Project Management Institute (PMI)

Project Management Professional (PMP); August 2021

Information Technology Institute (ITI)

Applied Information Technology Diploma; January 1998

Memorial University of Newfoundland (Marine Institute)

Electronics Technician Program; April 1994

SKILLS

I have extensive knowledge of, and experience with, computer hardware, WAN/LAN and server configurations as well as various security technologies and wireless networking. I am proficient in setup and configuration of various servers/services/technologies.

I am experienced with the following technologies:

- Various Operating Systems (Win/Mac/Linux)
- Wireless Broadband / MESH / WiMAX
- Wi-Fi (WPA2/802.1x/Radius)
- Various VMS Platforms (Milestone, Aimetis, Avigilon etc.)
- Card Access Systems
- Salesforce
- Exchange
- WINS / DHCP
- DNS / BIND
- SQL
- Apache / IIS

AWARDS & CERTIFICATES

Project Management Professional (PMP)
ITIL 4 Foundation Certified
Avigilon ACC & ACM Certified
Milestone Certified Integration Technician – MCIT (2020)
Milestone Certified Design Engineer - MCDE (2019)
HPE Sales Certified – Aruba Products and Solutions (2017)
Keyscan - Factory Trained and Certified (System V, System VII and Aurora)
Proxim Certified Wi-Fi Engineer
Proxim Certified Broadband Associate
Proxim Certified Broadband Engineer
CompTIA Network+ Certified Professional (2003)
CompTIA A+ Certified Service Technician (2002)
Canadian Forces Certificate of Service (28 AUG 92 - 15 JAN 97) Honourable Release
Level 3 (Top Secret) Security Clearance held while serving DND

REFERRALS

Available upon request