

JOHN F. SKEFFINGTON JR.

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Solution Engineer / Sales Engineer / Systems Engineer / Product Specialist

Engineering professional with an extensive background in high technology industries driving success through technical leadership in computer system architecture and networking, software engineering, development of technical solutions for wireless voice and data, virtualization and cloud technologies. Ability to articulate business advantages of technical solutions. Proficiency in high value consultative sales earning recognition as a trusted conduit between product development and customers in all phases of the sales and product development cycle. Develops relationships with internal and external customers through effective communication and presentation of complex solutions to non-technical audiences.

TECHNICAL EXPERTISE

- System Requirements and Architecture
- System Engineering and Design
- Wireless Voice and Data Technologies
- ITIL V3 Certified
- Mapping Technical Capabilities to Business Needs
- Team Building and Leadership
- Customer Service and Satisfaction
- Strategic and Long Range Planning

PROFESSIONAL EXPERIENCE

Continuum Data Centers, Lombard, IL August 2013 – December 2013

NETWORK OPERATIONS CENTER TECHNICIAN

Part time Network Operations Center technician working various shifts in a 24/7 based co-location data center. Provided service, support and consultation for a global customer base. Monitor, isolate and resolve network issues and provide hardware and software configuration and troubleshooting based on customer requests. Analyze network for abuse, anomalies, and security violations. Monitor data center facilities and network operation to ensure high availability.

INDEPENDENT CONSULTANT 2010 – Present

Worked with several local businesses to resolve computer, software and networking issues.

Recommended system upgrades and enhancements to customer systems.

Provided pro-bono technical support to volunteer organizations assisting individuals in career transition.

Oracle (Sun Microsystems) Itasca, IL 1999 to 2010

(Sun Microsystems was acquired by Oracle in January, 2010)

SOLUTIONS ARCHITECT, SYSTEM ENGINEER, SENIOR SALES CONSULTANT

Technical liaison for top performing sales team for the largest accounts within the Communication business unit of Oracle. Position required a thorough understanding of the telecommunications and wireless market needs and direction and how the customer could utilize Oracle products.

- Provided consultative sales support for Oracle solutions and functioned as a key conduit between product development and the customer to further enhance the functionality of Oracle solutions.
- Reduced problem resolution time by 75%, improving product quality and customer satisfaction, by developing and deploying a process that greatly improved customer feedback.
- Created a reference architectures for a customer solutions that addressed application reliability while maximizing cost effectiveness and were used as key components of sales programs.
- Increased sales by defining and articulating customer value propositions for products and solutions within the telecommunication, virtualization, voice over IP and cloud OEM space.
- Authored and presented several unsolicited proposals for customer solutions that resulted in 10 million dollars in sales.
- Provided support to customer development and deployment of solutions that included Solaris, Netra middle ware, Java and numerous platforms from x64 servers through multi-core, multiprocessor Sparc based systems and storage.

PrimeCo Personal Communications Itasca, IL 1996 to 1998

(State of the art digital wireless communication service provider, now part of Sprint network.)

SUBSCRIBER ISSUES MANAGER (1998)

Advised senior management and Customer Care of system and subscriber issues. Communicated with customers to resolve performance and quality of service issues.

SYSTEM PERFORMANCE MANAGER (1997-1998)

Led engineering team responsible for monitoring and improving customer experience with the wireless network.

- Partnered with vendor engineering to identify areas needing improvement based on system statistics and customer input.
- Accomplished 30% improvement in network performance without additional capital expenditures.

RADIO NETWORK DESIGN MANAGER (1996-1997)

Design Manager for the Chicago area digital wireless network.

- Managed design team for the largest market of an eleven market wireless network.
- Led design of a network expansion budgeted at \$40 million which was completed on schedule and with a 30% cost reduction

Motorola Cellular Infrastructure Arlington Heights, IL 1990 to 1996

MANAGER OF ON-SITE CUSTOMER TEAM (1995-1996)

Managed a cross functional team of software and hardware engineers dedicated to the successful implementation of a digital cellular system. Focused on operating the customer owned system utilizing their facilities and tools to ensure a smooth transition.

- Staffed team that led to a very successful digital to analog quality comparison and system launch.
- Developing policies and procedures for new digital cellular network.

LEAD ENGINEER, STRATEGIC PLANNING (1993-1995)

Collaboratively prepared division-wide development and deployments plans for multi-million dollar projects for both International and Domestic locations.

- Developed cross-functional policies and procedures to most effectively utilize limited capital assets while maintaining development schedules.
- Developed real-time mission critical software, both operating systems and applications.

LEAD ENGINEER, PROJECT MANAGEMENT (1990-1993)

Performed planning and project management for a cross-functional team developing switching software for several European and Latin American countries.

Northrop Grumman Rolling Meadows, IL

PROJECT ENGINEER

- Developed real-time mission critical software, both operating systems and applications.
- Led on-site customer evaluation and acceptance testing.
- Completed requirements and high level design for several products.

EDUCATION

Illinois Institute of Technology, Bachelor of Science, Electrical Engineering, Chicago, Illinois

PROFESSIONAL DEVELOPMENT

CDMA Americas Congress

Speaker / Panel Member, October 2000

National Wireless Engineering Conference

Speaker / Panel Member, October 2000

Toastmasters club officer

Information Technology Infrastructure Library - ITIL V3 Foundations Certified