Chad W. Mowery

717-315-6032 | chad@moweryfamily.com | www.linkedin.com/in/chadmowery

Cloud and Solutions Architect/Analyst

Energetic technical professional with a passion for learning, solving problems and focusing on customer trust and satisfaction.

“You can have everything in life you want, if you will just help enough other people get what they want.” - Zig Ziglar

Professional Experience

Telarus, Sandy, UT — August 2022 – September 2023

Cloud Solutions Architect/Analyst

Provided cloud solutions architecture support for Telarus inside team members and Telarus partners. Consulted with partners on vendor down selection, evaluation, solution design review and solution comparisons. Reviewed provider product matrixes and approved/vetted for accuracy. Collaborated with providers on solutions, solutions briefs and partner engagement strategies. Collaborated with partners on strategic questions and uncovering opportunities. Provided training for Sales engineering team and Telarus partners including cloud market and landscape analysis. Provided agnostic technical discovery call support for partners’ customers and corresponding supplier recommendations.

TierPoint, Breinigsville, PA — September 2019 – August 2022

Sr. Solutions Engineer

Provided sales engineering support for Northeast regional and National Account Executives. Designed client architecture solutions by leveraging the TierPoint Cloud and Hosted Private Cloud, Public Cloud, Managed Security, and co-location solutions. Designed HIPPA, PCI, and various other compliant solutions for clients including best practice recommendations. Designed Disaster Recovery-as-a-Service solutions. Mentored Sales on cloud and managed services. Strategized with Sales on winning business.

Key Contributions:

- Top Solutions Engineer 2022 thru August
- President’s Club Winner 2021
- Top Solutions Engineer 2021
- Only person on team to obtain Nutanix NCSE Level2 certification

Flexential, Allentown, PA — January 2017 – September 2019

Solutions Engineer

Provided sales engineering support for Northeast regional Account Executives. Designed client architecture solutions by leveraging the Flexential Cloud, AWS Cloud, Managed Security, and co-location solutions. Design HIPPA, PCI, and various other compliant solutions for clients including best practice recommendations. Designed Disaster Recovery-as-a-Service solutions. Mentored new sales engineers especially on cloud and managed services.

Key Contributions:

- Obtained AWS Certified Security – Specialty (June 2019)
- Obtained AWS Cert Solutions Architect – Associate (January 2019)
- Cloud and Managed Security Services SME - weekly mentoring of other Solution Engineers
- Mentored new Sales Engineers and new Account Executives

- Pivotal Cross-sell SME between merged companies

ViaWest Hybrid IT Solutions, Allentown, PA December 2015 - January 2017
Enterprise Technical Account Manager

Took on the Enterprise Account Manager role at ViaWest after INetU was acquired. Conducted periodic customer business reviews and consulted on strategic product solutions in conjunction with sales executive and technical sales teams. Assisted in troubleshooting and escalated customer issues to appropriate department specialists while owning issues through resolution.
As a trusted technical advisor, I educated clients about new technologies and offered thought leadership about ways to leverage those technologies to help them achieve their goals. Recommended appropriate security technologies to help customers stay secure and compliant. The most common Compliance requirements were PCI and HIPAA. Security products/guidance included External and Internal Vulnerability Scanning, Network Firewalls, IDS/IPS, Web Application Firewalls, DdoS Mitigation, File Integrity Monitoring, SIEM, and defense against Ransomware.

Key Contributions:

- Managed $11 million + in yearly recurring revenue
- Top 10 client SaaS focused
- Customer Project Management for infrastructure changes and triage

INetU Managed Hosting, Allentown, PA September 2011 - December 2015
Technical Account Management Team Supervisor

Promoted to supervisor of the Technical Account Management team as the department grew. Hired, coached and mentored 6 technical account management team members in all facets of the role including technical project management, best practice technical recommendations, finding new business opportunities, strategic account growth, customer service, account penetration, and obtaining referrals. Responsible for building and providing reporting to executive leadership.

Key Contributions:

- Team responsible for more than 50% of the companies 20%+ YoY growth rivaling outside sales
- Personal book of business $8.1 million in yearly recurring revenue
- Created and set team growth metrics and quarterly goals
- Built Salesforce.com reports and dashboards to monitor team and individual performance
- Hired and groomed new leadership within the team
- Customer retention average of 98.5% and a certified Net Promoter score of 74 (highest in the industry)
- Team Pipeline maintenance of $400K to $500K in MRR – primary target SaaS industry

INetU Managed Hosting, Allentown, PA August 2009 - September 2011
Technical Account Manager

Selected to pioneer the development of a technical account management department with 3 main objectives: freeing up more time for sales team to focus on new business, generating more existing business growth and managing complex technical accounts

Key Contributions:

- Managed complex and highly secure accounts, $6 million in yearly recurring revenue
- Co-created standards for the new role and helped create processes for the new role/department
- Performed Technical Project management for new infrastructure deployments and ongoing support issues

- Advised customers in performance, scaling, security best practices, emerging technologies and cost management

INetU Managed Hosting, Allentown, PA July 2006 - August 2009
Solutions Consultant

Hired to grow managed hosting business by architecting solutions and selling to new and existing accounts. Designed and sold complex managed hosting infrastructure deals.

Key Contributions:

- Designed and sold infrastructure for record largest new customer $11K MRR in February 2008
- Designed and sold infrastructure for record largest new customer $14K MRR again in June 2008
- Top Solutions Consultant by net MRR increase $65K per month ($780K per annum) in FY 2007

Education and Technical Proficiencies

Independent Courses/Certifications

AWS Cert Security - Specialty	VmWare VSP Accreditation
AWS Cert Solutions Architect - Assoc	Management Skills for New Managers, AMA
AWS Business Professional	Successful Large Account Management - Miller Heiman
AWS Technical Professional	Solution Selling 2.0, SPI

Education

McCann School of Business & Technology, *ASB in Network Administration*
Penn View Bible Institute, *4 Year Advanced Diploma in Missionary Studies*

Technical Skills

AWS Architecture, IT Security and Compliance
Architecture Scaling and Performance
Business Continuity, Disaster Recovery
Salesforce.com (SFDC), CPQ
Microsoft Office, Microsoft Visio, HTML
G Suite (Admin, Docs, Sheets, Slides, Forms, Sites, Mail, Drive, Analytics)