

# NOEL LACAYO

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## INTRODUCTION

Sr. Sales Engineer with both in-depth technical experience with great success as a proven leader. Deep passion for bringing out the best in individuals and my team in general. Excellent communication skills while leading a team with honesty, integrity, and professionalism. I pride myself on building long-lasting relationships with both peers, direct reports, and customers.

## PROFESSIONAL EXPERIENCE

### VMWARE — PALO ALTO, CA

*Sr Manager, Solutions Engineering – Jan 2022 – Present*

*Staff Solutions Engineer – October 2021 – Jan 2022*

*Sr Solutions – Enterprise Select – Southeast Region, October 2015 – October 2021*

#### **Responsibilities & Accomplishments**

*Covering Enterprise Select accounts in the Southeast, I evangelize and drive adoption of the VMWare SDDC (Software Defined Data Center) and all other VMWare products such as WaveFront, PKS, Velocloud and more.*

***Listen to customer challenges and assist in finding solutions which align with business objectives while serving as a technical resource to some of the largest accounts in my region.***

- ♦ Target Achievement:
  - 2016: 119.63%
  - 2017: 97.98%
  - 2018: 101.22%
  - 2019: 393.39%
- ♦ Awards / Recognition
  - **FY2020 – Club V Winner – Top 30 Performing Sales Team Members in the world**
  - **SE of the Year - 2019 - SE Organization**
  - SE of the Quarter - 2019, 3rd Quarter - Americas SE Organization
  - SE of the Quarter - 2019, 3rd Quarter - East Sales Organization
  - SE of the Quarter - 2019, 3rd Quarter - East SE Organization
  - SE of the Quarter - 2019, 2nd Quarter - Georgia Team
- ♦ Serve as mentor to multiple SE's in my region
- ♦ vRealize Operations Majors Program Lead
- ♦ vMUG Sponsor for Birmingham Chapter
- ♦ Panelist for multiple "Getting More Out Of" series
- ♦ Speaker at UserCon for 3 years with highly rated session
- ♦ vExpert 2017, 2018, 2019, 2020
- ♦ Kubernetes Ninja Program – Bronze Status – Evangelist, specialist in Kubernetes Orientation

### CITRIX SYSTEMS— FT LAUDERDALE, FL

*Sr Systems Test Engineer responsible for scale testing of XenDesktop/XenApp Products*

**Sr. Systems Test Engineer, Virtualization**, October 2014 – October 2015

#### **Responsibilities & Accomplishments**

- ♦ Scale Testing of Xen Desktop & Xen App
- ♦ Serve as mentor to team mates
- ♦ Responsible for design and deployment of large scale networks / environments (2000+ servers)



Enterprise Administrator



- ◆ Automation of tests using powershell and other scripting tools

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## PROFESSIONAL EXPERIENCE (CONTINUED)

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### CLASSBYTE.COM – PEMBROKE PINES, FL

**Creator / Founder** June 2011 – August 2015

#### **Responsibilities & Accomplishments**

- ◆ Created / Founded ClassByte.com – Top provider of CPR Course Scheduling Software
- ◆ Responsible for design, architecture and development of the product
- ◆ Grew it from a few students using the platform each month to hundreds of thousands of students
- ◆ Sold to Training Center 911 in Aug 2015

### ABERRANT TECHNOLOGY GROUP (FOR SFDCT) — DAVIE, FL

*Senior level IT consultant/architect providing infrastructure design and support services to multiple sites in Miami & Fort Lauderdale.*

**IT Manager/Director**, August 2012 – Present

#### **Responsibilities & Accomplishments**

- ◆ Directly responsible for 11, including Helpdesk, developers, and network team
- ◆ Perform quarterly performance reviews
- ◆ Perform hiring duties and employee relations
- ◆ Senior engineer responsible for all TIER 3 escalations
- ◆ Administration and Management of Microsoft Server, Exchange, SQL, Hyper V

### SETTLEMENT FACILITY DOW CORNING TRUST — Houston, TX / Miami, FL

*A settlement facility created to pay out claimants of a class action lawsuit against Dow Corning.*

**Senior Network Administrator/Supervisor**, October 2010 to August 2012

Brought on board to redesign full network infrastructure as well as hire and manage a helpdesk & jr administrator.

#### **Responsibilities & Accomplishments**

- ◆ Responsible for hiring and management of staff
- ◆ Performance Reviews, team development, and enablement.
- ◆ Restructured entire hardware infrastructure from VOIP system to new firewall and switch stack
- ◆ Implemented standards and policies for corporate deployments
- ◆ Implemented BYOD program

### TRAFIGURA AG — Houston, TX / Coral Gables, FL

*With offices in 44 countries, Trafigura is one of the largest commodity trading firms in the world.*

**Regional IT Infrastructure Engineer / Manager - Americas**, November 2006 to August 2010

Relocated to Houston to establish a local infrastructure team to develop and improve IT infrastructure for the Americas region, which included 21 offices and 500+ users.

#### **Responsibilities & Accomplishments**

- ◆ Set infrastructure standards for entire region
- ◆ Responsible for Americas Exchange 2003 environment consisting of 26 sites and 32 servers.
- ◆ Travel worldwide to meet with management and staff



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## PROFESSIONAL EXPERIENCE (CONTINUED)

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- ◆ Manage 12-14 local administrators and an additional 10 located throughout North, Central, and South America
- ◆ Work on a project basis on multiple large projects with time sensitive deadlines
- ◆ Designed and served as project lead for fully redundant Americas region data center in Alberta, Canada (\$2Mil Budget)
- ◆ Responsible for the design and construction of all server rooms throughout the region
- ◆ Responsible for the purchase and deployment of all hardware for the Americas
- ◆ Researched and deployed software to monitor global wide systems including SMS alerts during off hours which resulted in a dramatic improvement in preventing major service outages.
- ◆ Provide after-hours /on call support based on on-call schedule
- ◆ Designed and deployed backup solution for over 26 sites utilizing Backup Exec and PureDisk.
- ◆ Create data continuity plan in the event of local emergency.
- ◆ Established maintenance contracts on critical server room components throughout the region
- ◆ Renegotiated vendor agreements resulting in an annual savings of over \$450,000

### **IT Support Engineer, Upper Level**, 2004 to 2006

Provided upper level support to IT Staff throughout Latin America as well as local support to Miami, Houston, Stamford, & Los Angeles offices

#### ***Responsibilities & Accomplishments***

- ◆ Serve as escalation point to helpdesk staff throughout the region
- ◆ Created procedures for all aspects of end user support
- ◆ Created Standards of user equipment to facilitate deployment
- ◆ Provide all levels of support to Miami staff, which included many top level executives
- ◆ Coordinate coverage to ensure live support availability during business hours
- ◆ Provide on call support during nights & weekends

### **SKY LATIN AMERICA. — Miami Lakes, FL**

*A Leader in direct to home satellite service throughout Latin America.*

### **Windows Administrator**, 2002 to 2004

Responsible for the management of corporate email, file, database and backup servers as well as upper level support to 100+ users.

#### ***Responsibilities & Accomplishments***

- ◆ Maintain and administrator Windows 2000 and 2003 Servers
- ◆ Responsible for backups using Veritas Backup Exec
- ◆ Purchase, install, and administer all servers and hardware on corporate LAN
- ◆ Support corporate antivirus and firewall solutions
- ◆ Provide support for Avaya Definity System
- ◆ Provide user support for 100+ users

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## EDUCATION

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### **LONESTAR COLLEGE**

Credit hours towards Associate in Arts degree

**2011- 2012**

### **AMERICAN INTERCONTINENTAL UNIVERSITY**

Various Technical Courses in IT networking and security

**2001**



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## VOLUNTEERING / INTERESTS

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- ◆ 2019: Hour of Code Teacher for North Georgia, Forsyth County Schools
- ◆ 2019: Over 40 hours assisting Tech for Kids get their non-profit off the ground
- ◆ 2019: Over 40 hours helping minority small business owners get an understanding of technology, cloud and virtualization and more.
- ◆ 2018: Youth Basketball Coach for Forsyth County Recreational Program
  - Head Coach for 12-14 year old's basketball
  - Mentor and educate the team
- ◆ Klein Independent School District
  - Led an event that raised money for the speech departments computer lab.
    - Recognized by school superintendent and senior officials of KISD
- ◆ Volunteering Experience
  - Books for Africa
  - Feed America, Florida Chapter
  - Tech for Kids

