

# JORN KNUTTILA

6011 169<sup>th</sup> St, Minneapolis, MN 55044 | 952.373.1844 | jorn@knuutila.com

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## SUMMARY

25+ years in the technology field, from Fortune-50 companies to energetic start-ups. Broad experience with technology, business management and customer-facing roles. Recognized for the ability to partner with customers, department teams and resources to deliver quality product and customized service solutions, without sacrificing profitability and growth strategies. Great with customers, public speaking and positive team culture.

- Public Speaking; Training Development & Delivery
- AWS, Azure, GCP and VMWare
- Pricing & Policy Management/Development
- Complex Bid Development & Pricing Analysis
- Customer Relations / Contract Management
- Management & Communication Skills
- Product Management & Marketing
- Network & System Solution Design
- Storage & Data Lifecycle Optimization
- DevOps and SRE Concepts

## PROFESSIONAL EXPERIENCE

Rundeck, Inc. (2018 - Present)

### **Field Solution Engineer and Customer Advocate**

Customer-facing solution design and needs-analysis for popular self-service and runbook automation (RBA) platform, Rundeck. Responsible for listening to and discovering company needs, scoping solutions, managing PoCs and opportunity lifecycles. Regarded as a subject matter expert, engaged in our largest and most complex opportunities. Writing and producing training content for online presence. Designated “voice of Rundeck” technical representative and public speaker at conferences. Active in the DevOps, SRE and IT communities. Awarded “Sales Engineer of the Year” in 2019

CenturyLink Technology Solutions (fka Savvis) (2013 - 2018)

### **Hybrid-IT and Cloud Specialist**

Subject Matter Expert supporting all go-to-market segments for central US, focused on cloud-based workloads and Hybrid IT solutions. Promoting agile IT and rapid development possibilities as part of CenturyLink's vast and mature IT portfolio. Responsible for \$150m+ incremental business in cloud space. Sought-out advisor for transitions to Hybrid and Bi-Modal IT. Overlay role, responsible for customer-facing cloud evangelism, development and delivery of training, and mentorship of sellers and sales engineers.

### **Hosting Solutions Pre-Sales Engineer**

Regional team-lead Sales Engineer for one of the world's largest Managed Hosting, CoLo and Cloud providers. Subject matter expert for solution consulting and complex bid support, covering MN, SD, ND, IA and NE for Enterprise, Global and Government/Education sectors. Respected and sought-out by peers for broad hosting knowledge, consultative selling approach, and rapport among customers.

Glasshouse Technology, Inc. (2012-2013)

### **Regional Director North America—Pre-Sales Engineering**

Field liaison for complete portfolio of strategic IT consulting, optimization and managed services. Subject matter expert for Cloud, Storage, Backup, Compute, Security and Mobility solutions, supporting pre-sales discovery, scoping and financial integrity. Provide cohesive product messaging from Practice Leads, with an open feedback process that encourages constant evolution of offerings.

IBM, Inc. (2008–2012)

**Storage Management Architect/Consultant—GTS Storage Management Services - Distributed**

Product development and thought-leadership for Storage Management Optimization offerings in IBM's GTS division. Responsible for helping to develop flexible and scalable cost-optimization solutions for IBM's largest outsourced clients. Requires knowledge and synchronization of cross-disciplinary efforts to drive intelligent transformation of multi-petabyte and heterogeneous storage implementations. (Promoted to position in 2011)

- Primary liaison to Sales organization, including lead presenter for storage offerings in customer-facing activities.
- Global SME for review and approval guidance for standards deviation process for Storage.

**Technical Sales Engineer—Storage Optimization**

U.S. Team-Lead in the IBM SDCoE (Solution Design Center of Excellence) focused on data storage optimization and transformation solutions in the super-enterprise.

- Subject Matter Expert for sales opportunities, creating and delivering presentations and assisting in pre-sales endeavors
- Own end-to-end solution design, feasibility and profitability.
- Collaborate with Delivery Managers in the identification of appropriate labor sources.
- Establish dialog with large enterprise IT organizations to identify potential inefficiencies in their storage environment and recommend possible remediation opportunities, driven by business impacting financial returns.
- Designated team-lead for U.S.; consistently considered one of the "go to" people for storage optimization support.

SAVVIS, St. Louis, MO (2000–2007)

**Senior Product Marketing Manager**

Dedicated to flagship Managed Hosting products at SAVVIS, a Tier-1 Hosting/Internet Services provider.

- Developed and maintained product collateral, training, presentations, etc., including collateral for large industry conferences.
- Managed new product releases and product life cycles.
- Supported both internal and customer-facing departments, integrating seamless communication strategies.
- Provided intra-department escalation support and training for global CDN and CoLo product lines.
- Concurrently served as Acting Product Manager, Managed Hosting, Fall 2006.

**Commercial Pricing & Offer Development Manager**

Led cross-departmental team of operations, product development and sales resources to develop technically sound, financially viable solutions. Senior member of team, responsible for coaching junior team members in developing and supporting strategic business objectives. Reviewed business opportunities to assess supportability and business risk. Managed all aspects of custom offer negotiation, including SLA, terms, technical summary, pricing, etc. Provided margin analysis for custom offers. Supported new business opportunities with estimated annual revenue of \$15M. Developed unique deal tracking analysis tools to increase efficiency and value of department, resulting in dramatic increase in efficiency and increased response time. Reviewed and approved custom engineering and pricing solutions.

**Sales Engineer (formerly Digital Island/Cable & Wireless Exodus)**

Subject matter expert and member of regional sales team for global Internet/eCommerce and CDN Service Provider. Provided in-depth presales technical support for customers. Supported customer solutions for content delivery/caching, managed hosting, site design, audio/video streaming and e-commerce.

ONVOY, Minneapolis, MN (1999–2000)

### **Lead Systems and Network Engineer**

Designed, installed and supported local area networks, including border routers and switches and servers for regional ISP. Planned and implemented security policies including firewalls, VPN hardware/software and account maintenance. Integrated cross-platform environment of Windows, UNIX and MacOS users. Successfully reworked internal infrastructure resulted in increased employee productivity and satisfaction by introducing a more stable and scalable infrastructure.

#### McCracken Brooks Communications, Inc., Minneapolis, MN (1998–1999)

### **Systems and Network Engineer/Manager**

Supervised installation and maintenance and management of servers, workstations and network for promotions agency. Mission-critical environment with mixture of WindowsNT, Windows95 and MacOS workstations and laptops. Improved and streamlined technical resources allowing entire staff to work more effectively.

Installed and maintained WindowsNT and AppleshareIP servers, LAN technologies including hubs, switches, routers and wiring infrastructure. In charge of Netscape SuiteSpot servers for internal collaboration/integration with corporate WAN. Managed the budget for corporate technology needs (roughly, 200K) for budgeting and management of corporate technology needs.

#### Allen Interactions, Minneapolis, MN (1997–1998)

### **Systems and Network Administrator/Manager**

Managed heterogeneous LAN running WindowsNT and Novell servers.

## **EDUCATION/INDUSTRY CERTIFICATIONS**

- AWS Solution Architect Associate
- VMWare NSX 6 Fundamentals
- Cisco Certified Sales Expert – Enterprise Business Solution
- Cisco Certified Sales Expert – Security Solutions
- Sun Sales Workgroup Computing Certification

## **COURSEWORK**

- Microsoft “Azure for AWS Experts”
- Consultative Foundation Selling – Solution Engineering
- Introduction to Cisco Router Configuration
- Cisco Catalyst Switch Configuration
- Implementing Microsoft Windows 2000 Professional and Server
- Administering Microsoft Systems Management Server 2.0
- Huthwaite International SPIN Selling

Continuing education through attendance of seminars and other hardware and software conferences.