



# Michael Meyer

Driving NextGen IT Excellence

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## Summary

Mike, based in the Louisville, KY metropolitan area (Southern IN), is a seasoned leader in Managed Services product development and pre-sales engineering, Data Center infrastructure pre-sales engineering and management, and compliant data system infrastructure development for Enterprise organizations. He has a proven track record of driving success in pre-sales, support, and operations teams. Mike spearheaded development of NextGen service offerings, foundationally transforming Managed Services and Client support at a major national organization. He has also designed and implemented technical sales training programs, co-founded multiple businesses, and authored two books on faith ("Solomon Assembly" and "The Lion in My House"). His leadership journey includes tenures at Flexential, Hewlett-Packard Enterprise, and AHEAD. An active community leader, Mike is the Community Connections Coordinator for The Prisoner's Hope. He also co-manages a thriving Etsy sticker shop with his daughter (Pop Culture and 502 Stickers by MostynsOddbins on Etsy).

## Work experience

### Director of Strategy & Governance

2024-03 - present

#### AHEAD

- Led the development and implementation of AHEAD NextGen Managed Services, leveraging automation, advanced technologies, and Elastic Engineering Teams to enhance productivity and efficiency.
- Successfully transitioned AHEAD Managed Services to a data-centric model, providing holistic client insights and driving revenue growth.
- Built a comprehensive framework for assessing client IT and operational maturity, establishing baselines to measure progress and improve client experience.
- Integrated AI and AIOps for predictive analytics and automated issue resolution, enabling the team to focus on strategic tasks.
- Implemented a data-driven approach to identify upsell and cross-sell opportunities, fostering a growth-oriented sales culture.
- Highlighted key differentiators, including advanced automation, AI-driven operations, predictive analytics, and dedicated Elastic Engineering Teams.
- Emphasized the importance of data-centric operations for better client insights and revenue potential.
- Developed and executed the managed services strategy for tooling and infrastructure solutions.
- Accountable for platform decisions, governance structures, and strategic initiatives.
- Responsible for Global Management strategy, including process management and continuous improvement (ITIL) for US and India operations.
- Collaborated with Operations to ensure maximum efficiency based on process and technology.
- Developed a governance framework for all internal tooling decisions, including ServiceNow and observability, which are foundational to all service delivery.
- Successfully integrated the acquisition of CDI LLC into AHEAD Managed Services, including programs for tool and staff rationalization.
- Rebuilt the observability suite for service delivery on new technologies, developing AHEAD IP for unique offerings.
- Managed partner governance and relationships, including Broadcom, ServiceNow, LogicMonitor, Elastic, and others.

### Director, Managed Services Infrastructure Services

2023-03 - 2024-03

#### AHEAD

- Identified and developed NextGen Managed IT services and solutions, including "as a Service" offerings, hosted enterprise cloud solutions, remote monitoring, infrastructure managed services, server, storage, and network solutions, backup and disaster recovery services, and integrated complementary solutions with Security, ServiceNow, and Cloud programs.
- Created and implemented new programs, driving innovation and staying ahead of industry trends to meet evolving client needs.
- Collaborated with the Sales, Marketing, and Delivery teams to develop technical go-to-market materials, enabling effective communication and promotion of services to clients.
- Supported key opportunities developed through assigned sales channels, providing technical expertise and guidance to ensure successful client engagements.
- Maintained clear and concise documentation of services and solutions, facilitating understanding and knowledge transfer within the organization.

- Avoided industry-specific jargon, ensuring clarity and comprehensibility of technical concepts for non-technical stakeholders.
- Proofread all materials and documentation to ensure accuracy and professionalism, presenting a polished and error-free image to clients.
- Consistently met deadlines and exceeded expectations, contributing to the overall success and growth of the Managed Services Infrastructure Services division.

## **Senior Client Solution Architect**

2021-05 - 2023-03

### AHEAD

- Supported engineering and sales efforts for the AHEAD account and support teams in the Commonwealth, specializing in Data Center, managed solutions, and Cloud services.
- Collaborated with cross-functional teams to architect and deliver customized client solutions, aligning with their specific business needs and objectives.
- Led the design and implementation of scalable and secure Data Center solutions, ensuring optimal performance and reliability for clients.
- Provided technical expertise and guidance to clients, addressing their concerns and recommending appropriate solutions to meet their requirements.
- Developed and maintained strong relationships with clients, fostering trust and loyalty through effective communication and exceptional service delivery.
- Stayed up-to-date with industry trends and emerging technologies, continuously expanding knowledge and skills to provide innovative and cutting-edge solutions.
- Maintained clear and concise documentation of client solutions, facilitating seamless knowledge transfer and collaboration among team members.

## **Senior Storage Architect / Senior Data Architect**

2018-01 - 2021-05

### Hewlett Packard Enterprise

- Provided pre-sales engineering support for both Commercial and Enterprise Sales initiatives, covering KY, IN, Southern OH, and WV, resulting in increased sales and customer satisfaction.
- Collaborated closely with Channel Partners and other resources to design technical systems architecture, encompassing Primary and Secondary Storage, Hyper-Converged Infrastructure (HCI & dHCI), Software-Defined Solutions (SDS), and Cloud-based solutions.
- Demonstrated expertise in HPE's "as-a-Service" offerings, including HPE Greenlake, effectively positioning these solutions to meet customer needs and drive revenue growth.
- Conducted in-depth analysis of customer requirements and business objectives, translating them into comprehensive and tailored solutions.
- Presented technical proposals and recommendations to clients, effectively communicating the value and benefits of HPE's solutions.
- Maintained up-to-date knowledge of industry trends, emerging technologies, and competitive landscape, ensuring the delivery of cutting-edge and innovative solutions.
- Ensured consistency and clarity in all communications, avoiding technical jargon and using language easily understood by non-technical stakeholders.

## **Senior Solutions Architect, Team Lead**

2014-01 - 2018-01

### Flexential

- Led the Central and Northeast Territory Solutions Engagement assignments, successfully driving change and implementing training initiatives that significantly enhanced solution development for Flexential (nee Peak 10), resulting in increased sales and improved team performance.
- Collaborated with cross-functional teams to identify and capitalize on highly-complex Cloud and Colocation opportunities with named and special accounts, leveraging my expertise as a solutions architect.
- Developed and implemented innovative solutions that aligned with customer needs and business objectives, resulting in successful project outcomes and increased customer satisfaction.
- Provided effective coaching and mentoring to team members, fostering a culture of continuous learning and growth, and enabling individual and team success.
- Maintained clear and concise communication with stakeholders, ensuring a shared understanding of project goals, deliverables, and timelines.
- Avoided industry-specific jargon, explaining complex concepts in a manner easily comprehensible to both technical and non-technical audiences.
- Diligently proofread all official documentation and materials, ensuring accuracy, professionalism, and error-free presentation.
- Demonstrated a consistent focus on achieving team and organizational objectives, driving positive change and contributing to overall success.

## Director of Service Delivery, National Accounts

2012-09 - 2013-12

### Peak 10 + ViaWest

- Played a key role in establishing the first-ever Partner Alliance program for Peak 10, including partner governance, partner portal development, and other assets to support a partner-focused engagement.
- Developed an entirely new framework for managing clients across the nation in multiple markets and data centers, consuming multiple services, resulting in improved efficiency and customer satisfaction.
- Oversaw the service delivery and onboarding processes for national clients and the Peak 10 Alliance Partner Program, ensuring seamless implementation and ongoing management of services.
- Coordinated resources across Peak 10 markets to facilitate the installation and maintenance of services, optimizing efficiency and customer satisfaction.
- Developed and maintained comprehensive training materials for partner onboarding and development, enabling smooth integration and collaboration with Alliance partners.
- Managed the PACE program, driving partner engagement and fostering strong relationships to maximize business opportunities.
- Collaborated with the Product Development and Product Management teams to define product requirements and contribute to the development of innovative solutions.
- Worked directly with Platinum-level partners to develop tailored solutions, leveraging the strengths of our Alliance partners to enhance the Peak 10 ecosystem.

## Solution Design Manager, Alliance Program

2011-11 - 2012-09

### Peak 10 + ViaWest

- Orchestrated the solution design process for clients in collaboration with channel partner engineering teams, ensuring seamless integration of Peak 10 services and technologies.
- Developed and delivered comprehensive training programs for channel partners, equipping them with in-depth knowledge of Peak 10's service offerings and technical expertise in areas such as Cloud Computing and datacenter services.
- Played a key role in expanding the Alliance Partner program, establishing strong partnerships with key service providers nationwide and significantly increasing Peak 10's service footprint.
- Coordinated and facilitated technical training sessions, enabling channel partners to effectively communicate and promote Peak 10's solutions to their clients.
- Maintained clear and concise documentation of solution designs, ensuring accurate and consistent communication between internal teams and channel partners.
- Avoided industry-specific jargon, explaining technical concepts in a manner easily understood by channel partners and clients.
- Diligently proofread all training materials and documentation, ensuring accuracy and professionalism in all communications.
- Consistently met project deadlines and objectives, contributing to the overall growth and success of the Alliance Program.

## Education

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### Certificate

2019-05 - 2021-01

Bible and Theological Studies

San Paolo Theological Seminary

### BS - Business Administration

2004-01 - 2006-01

Indiana Wesleyan University

Indiana Wesleyan University's LEAP Program

Magna Cum Laude

### AS - Business Administration

2002-01 - 2003-12

Indiana Wesleyan University

Indiana Wesleyan University's LEAP Program

Magna Cum Laude

University of Kentucky

University of Kentucky  
(Incomplete)

## **Publications**

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- Solomon Assembly: The Book
- THE LION IN MY HOUSE: A Study of the Gospel According to Matthew