Calvin Paxson

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Core Skills

- Project management: experience managing small and large projects with successful delivery
- Team leadership: effective team leader with mentorship and coaching skills
- Account management: comprehensive account management experience with strong rapport building skills
- Problem solving: skilled in resolving complex issues with executive visibility
- Analytical: quick learner and analytical thinker with diligence and articulation

Professional Experience:

LogRhythm, Inc., Boulder, CO
Sr. Sales Engineer (12/2022 – Present)

Provide expertise on a range of technologies to help customers and sales teams solve difficult technical issues in the security software space. Deliver demonstrations and presentations and collaborate closely with internal teams as the voice of the customer.

Sr. Solutions Engineer SaaS (11/2017 – 12/2022)

Perform testing of shrink-wrapped and SaaS offerings before final production release Work as an SME/internal consultant for engineering teams, and stress test software releases before delivery. Work closely with the cloud development team, assisting with coding, promotion, and release.

Sr. Professional Services Engineer/Trainer (11/2015 – 11/2017)

Work as the primary point of contact for projects while building lasting customer relationships. Work with service and product team members to find creative solutions to customers' challenges. Configure solution to support security best practices, and perform remote and on-site architecture, customization, installation, and integration of the LogRhythm solution. Provide consulting and training to customers during the testing, evaluation, pilot, production, and training phases to ensure a successful deployment.

VMware Inc., Broomfield, CO
Premier Services Manager (11/2013 – 11/2015)

Worked with field teams to provide white glove service to VMware's fortune 2000 customers. Led and developed a team, including hiring, professional development, and project work. Designed, developed, improved, and implemented processes, systems, and technology to support global company goals and values, and was involved in global strategic initiatives. Led a group of exceptional senior engineers in a technically challenging space, with a focus on technical and career development, providing a superior customer support experience for VMware's most strategic customers.

Senior Premier Services Engineer (11/2011 – 11/2013)

Provided support to Mission & Business Critical customers for all VMware products and was the technical lead for escalated cases ensuring final resolution.

Managed customer accounts and held regularly scheduled meetings providing insight and direction and was the project manager for web portal designed which simplified account management.
Acted as backup for management and was a peer leader, assisting with product knowledge, guiding team culture, and providing career development advice, and was a global VM performance resource.
Technical Support Engineer (9/2010 – 11/2011)

Provided technical support to production customers and created and led employee development workshops which provided technical assistance, best practices, and case management tips. Delivered VMware and Microsoft training and received multiple case closure and customer satisfaction awards.

Envision Networks, Denver, CO
Senior Network Engineer (11/2008 – 9/2010)

Consulted in charge of designing and implementing Active Directory, Exchange, and VMware environments, and built easily sustainable infrastructure lowering TCO for customers. Worked closely with all users from company president to front-line employees and created and delivered customized training based on customer requirements.