

# Eric L. McMasters – MBA

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## Director – Technology Solutions Cross-Functional & Cross-Industry Experience

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Mr. McMasters is a distinguished Director with more than 25 years of combined Information Technology and Telecommunications experience across multiple industries. Mr. McMasters demonstrates success managing resources and projects across the United States and across multiple technology domains. Mr. McMasters is a well-organized, results-oriented individual with proven ability to implement standards, procedures, and processes that improve business functionality. Mr. McMasters possesses solid management skills, capable of leading and motivating individuals to maximize potential, while building a unified team environment.

### Core Competencies

- Project Management
  - Financial Planning
  - Systems Integration
  - Communication Skills
  - Networking Technology
  - Relationship Building
  - People Management
  - Technology Strategy
  - Process & Procedures
  - Team Leadership
  - Collaboration
  - Quality Assurance
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### Professional Experience

#### ***Sirius Computer Solutions – March 2012 - Present***

##### **Director – Infrastructure Solutions**

Mr. McMasters is an experienced technology leader responsible for leading diverse groups of technical resources within a multi-billion-dollar company at the national, regional and market level. Mr. McMasters is responsible for providing direction and oversight for the technical sales unit responsible for Technical Sales Support, Vendor Management, Project Management, Documentation, Solutions Development and Information Technology Strategy development. Mr. McMasters also had responsibility for supporting multi-million-dollar product and services revenue budgets.

#### ***Responsibilities:***

- Review & support multi-million-dollar national & regional services & product revenue budgets across multiple geographies
- Manages a technical presales team with diverse technical skills including:
  - Collaboration (Cisco voice/video)
  - Network Infrastructure (Cisco)
  - Security (Cisco, Palo Alto, F5)
  - Datacenter Technology (Cisco, VMware)
  - Compute/Hyper-converged (Cisco, Nutanix)
  - Storage (IBM, EMC, Pure, Infinidat, NetApp)
  - IBM Power
- Responsible for review and approval for all networking Statements of Work across the United States
  - Included financial and technical review & approval
- Assessed technology skill sets and identified gaps among engineering resources

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- Developed training plans and budget to address gaps in training to ensure proper support of product & services offerings
- Assist with various aspects of business development, market development, human resources, and office administration affairs within business unit
- Provide support to sales members during various stages of the sale cycle:
  - Project scope development & effort estimation
  - Technical validation for projects
  - Financial validation for projects
- Provide management oversight for engineering team efforts
- Responsible for tracking and supporting resources to ensure they meet defined business goals & objectives
- Identified as escalation point for all Infrastructure Solutions sales engineer issues regionally
- Establish and maintain key relationships between vendors and internal services organizations
  - Participate in Quarterly Business Reviews (QBRs) for sales, services and internal leadership
  - Provide and coordinate vendor education sessions for sales, presales, and delivery resources
  - Participate in sessions with various vendors to develop Go-to-Market strategies for increasing sales and services revenue

## ***Achievements:***

- Responsible for engaging technical engineering resources in support of client requests related to COVID-19 activities for entire region
- Part of management team responsible for identifying new services offerings to support customers during COVID-19 pandemic
- Managed teams ranging from 10 to 35 highly skilled engineers & architects across multiple technical backgrounds during my tenure
  - Responsible for all aspects related to management of team during this timeframe
  - Grew network presales team from 10 to 35 nationally within two years
- Led effort to standardize new Statement of Work (SOW) templates & service estimates for all areas of the Infrastructure Solutions organization (networking, converged infrastructure, storage, IBM power)
  - This resulted in reduced turnaround time for SOW's, consistent documents for customers and standardized service estimates
- Increased breadth of a previously developed SOW process to support additional technology groups
  - This increased the accuracy of SOW's and reduced turnaround times for SOW's to be provided to sales

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- Developed new reports and dashboards for sales, services, and management teams
  - Reports provided clarity around resource workload, opportunity success, and services revenue forecasting
  - Reports were adopted by other regions within the Infrastructure Solutions group at a national level
- Developed multiple employee development documents including training plans, goals documents, performance review documents which were adopted and leveraged by the internal HR team to develop standard templates for use by all teams within Sirius
- Received Sirius Excellence Award (2014, 2016), which resulted in his selection to attend the Sirius Computer Solutions Annual Summit event

## ***Insight Enterprises - September 2000 – March 2012***

### **Sr. Manager – Professional Services**

Lead operations and maintained geographic responsibility for the professional services business unit operations within a multi-billion-dollar Fortune 500 company, providing Network and Telecommunications products and services. Mr. McMasters is responsible for providing direction for the professional services unit responsible for Network Engineering, Quality Assurance, Project Management, Documentation, Telecommunications and Information Technology Strategy development. Overarching responsibility for managing multi-million-dollar services budget.

### ***Responsibilities:***

- Manage and review multi-million-dollar services budget and profitability for each market
- Manages a technical team with diverse technical skills including:
  - Project Management
  - Voice and Telecommunications
  - Network Infrastructure
  - Network Security
  - Datacenter Technology
- Develop and review project deliverable standards and technology procedures
- Assessed technology skill sets and identified gaps among professional services resources
- Developed training plan and budget to address gaps in training to ensure proper support of professional service offerings
- Assist with various aspects of business development, market development, human resources, and office administration affairs within business unit
- Provide support to sales members during various stages of the sale cycle:
  - Project scope development & effort estimation
  - Technical validation & approval for projects
  - Financial validation & approval for projects
- Provide project management oversight to include staffing, project budget, project time frames, project forecasting, and scheduling
- Responsible for maintaining and providing financial forecasting for professional services within the market

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- Defined as escalation point for all professional services client satisfaction issues
- Establish and maintain key relationships between vendors and clientele

## **Achievements:**

- Assisted in the development of standardized project deliverables, processes and delivery methodology
  - Efforts resulted in nationwide adoption across multiple practice domains
- Completed comprehensive network audits and assessments for multiple clients including:
  - Review and develop comprehensive and detailed network documentation
  - Identified network issues to include design, configuration, management, security, and redundancy
  - Provide detailed plan of action for corrective action based on risk priority
  - Developed detailed network policies and procedures for multiple clients
  - Detailed documentation standards such as: device naming standards, network diagram standards, and IP addressing schemes
- Developed multiple complex network architectures for clients including:
  - Network architecture development
  - Network implementation, migration, and testing
  - Interact with various telecommunication service providers regarding circuit costs, selection, and installation
  - Review and develop comprehensive and detailed network documentation
  - Identified network issues to include design, configuration, management, security, and redundancy
  - Provide detailed account of all potential issues, risks associated with issues, and recommended corrective action
  - Provide detailed plan of action for corrective action based on risk priority
- Received Calence Teamwork Award in 2005 and 2008

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## **Education**

**Master of Business Administration (MBA)**, University of Phoenix, Kansas City, Missouri

**Bachelor of Science, Information Technology (BSIT)**, University of Phoenix, Kansas City, Missouri

**Associate of Science, Electrical Technology**, United States Air Force

## **Military Service**

United States Air Force 1990 - 1999

## **Publications**

CCNP Routing Exam Cram (Exam 640-503) – Coriolis Inc.

CCNA Cisco Certified Network Associate Study Guide (Exam 640-507) – Syngress Media Inc.

CCDA Cisco Certified Design Associate Study Guide (Exam 640-441) – Syngress Media Inc.

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***References can be provided upon request.***