Timothy Evans

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# **Professional Summary**

Digital Workspace Subject Matter Expert, experienced with creating, delivering, maintaining and delivering solutions in all aspects of the Digital Workspace.

Areas of Expertise include:

* AirWatch (MDM) design & implementation
* VMware Workspace One Implementation & Training
* Digital Workspace and DEM Integrations
* DEM Systems Integration
* Technical Training Delivery
* MDM and VMware Workspace One Consultancy, Sales Engineering
* Content Creation & Delivery

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## **Professional Experience**

**LakesideSoftware (Bloomfield Hills, MI) May2020 – Present**

Digital Experience Monitoring

**Customer Relationship Manager** – SysTrack Digital Monitoring

*Select Achievements*

* Management of over 1.5 million dollars of Customer Accounts, with responsibility for all aspects of technical business development in DEM field.
* Become subject matter expert of Digital Experience Monitoring for MACOS, Android and Chromebook operating systems.
* Certified DEM SysTrack Engineer and Designer.

**VMware (Palo Alto.CA)** **JAN2012 – FEB2020**

World Leading Software Virtualisation Provider with 30k employees; $9billion Revenue 2019

**Senior Technical Instructor** – AirWatch & Workspace One (2014 – 2020)

Creation, delivery, assessment of all Workspace One Technical Certification courses (VCP and VCAP).

*Select Achievements*

* Oversight and creation of AirWatch (MDM) and WS1 Identity Manager certification courses delivered to over one thousand clients and partners to VMware.
* Becoming the one of the first SME (Subject Matter Expert) in VMware for Workspace One.
* One of the first VCP for Digital Workspace, Workspace One.
* MACOS SME for Enterprise Delivery.
* Created and delivered all inhouse training technical and sales training on AirWatch for AirWatch and VMware EMEA.
* VMworld Speaker 2017,18,19 VMUG Speaker 2016,17,18,19.

**EMEA Support Team Lead** – AirWatch (2012 – 2014)

Manage, support and provide technical lead on the AirWatch (MDM) product for AirWatch EMEA

*Select Achievements*

* Lead support effort for the AirWatch product to 3000 plus clients in the EMEA region.
* Run the integration and onboarding of all new technical staff, including consultants, sales and sales engineering roles for EMEA region.
* Design and implement client AirWatch solutions, being the lead consultant and engineer where applicable, specifically in the Apple IOS and MACOS arena.

**Serco Group PLC (Hook, UK)** **MAY 2004 – AUG 2011**

Provides Public Services with 50K employees and revenue of £2.5billion 2019

**IT Systems Manager** – UK Justice Department (2004 – 2011)

Responsibility for implementation, delivery and ongoing support of new mobile management of UK Justice department court management system.

*Select Achievements*

* Identify, install and maintain front and back office applications and domains to over 1000 staff at 100 remote sites 24/7.
* Setup, test and implement new mobile communications systems for police, prison service and court custody management.
* Administration of various systems within contract including Unix servers, Active Directory, SharePoint, SQL Server, Exchange, SCCM, VMware and Apple OS Services.

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Leicester DeMontfort University BSC Combined Computer Studies

University of Warwick MSc IT Integration (Robotics)

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## **Certifications**

SysTrack Digital Experience Management Certified

VMware Certified Instructor

VMware Qualified Assessment Delivery Consultant

VMware Certified Professional – Digital Workspace

VMware Subject Matter Expert – Digital Workspace

AirWatch Associate, Professional and Expert Certified