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| **PROFILE** |

A highly experienced multilingual Sales Engineer with fanatical customer focus and international experience in IT management, support, implementation, pre-sales (as a contributor and manager), training, and consulting in international environments. A tenacious trouble shooter and an expert in consultative pre-sales support having consistently facilitated sales growth by understanding and leveraging customer pain points across many sectors including Banking, Finance, Telecoms, MSP, Gaming, Automotive, and Aviation.

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| **EMPLOYMENT HISTORY** |

**Resolve Systems, UK – Senior Sales Engineer**  **February 2021 – October 2023**

*Summary:* Quota-carrying value selling pre-sales role focused on both the automation as the last stage in an AIOps or Observability journey and self-service/orchestration needs and opportunities in the enterprise. Using the BANTI framework, qualified in or out of opportunities based on the value proposition that we could articulate thanks to knowledge of the customer’s metrics and KPIs.

*Key achievements:*

* POC with Telco leading to an $1.3M+ ELA deal being negotiated
* Highly successful POC with a very large European insurer and reinsurer for a 1.2M+ opportunity
* Custom demo led to contract negotiations for a $250k deal

*Example customer:* European Telco were facing high costs and lack of consistency in testing new equipment and services due to a large variety of tools some of which were only configurable by few staff which was not sustainable and with ageing staff, the risk of losing key skills was high. We ran a very technical POV focusing on the flexibility of Resolve especially with regard to its integrations and its ease of use in creating test plans with recovery logic (not possible with their current toolset). Key integrations in the POV were Huawei N-series routers, Spirent Test Centre, and Ansible.

**Semarchy, UK – Senior Customer Success Consultant June 2020 – February 2021**

*Summary:* Wide-ranging role covering Support, TAM, Training, Consulting and Presales. Initially focusing on presales and specifically the identification of the customer’s pain points, and how business value can be derived from Master Data Management and other uses of Semarchy xDM.

**Moogsoft, UK – Senior Sales Engineer Aug 2018 – Jan 2020**

*Summary:* Focusing on the customer’s pain points, identifying the value Moogsoft can bring to their organisation by using AI to change the economics of IT Operations. Leveraging CoM and MEDDIC, day to day activities were varied and included initial pain identification and value alignment, as well as proof of value/concept implementations.

*Key achievements:*

* 2019’s only Enterprise License Agreement deal
* Brought in the largest EMEA deal of FY 2019 (gaming sector)

*Example customer:* A leading video games studio was already a user of a competing AIOps solution but needed to move away from a burning platform. We ran a very technical POV focusing on the flexibility of Moogsoft AIOps and its ability to reduce noise through the creation of alert clusters that were easier and quicker to troubleshoot than the current tools’ approach. Part of the POV was very much focused on stress-testing and demonstrating that Moogsoft AIOps performed better at volume than the incumbent.

**Datadog, UK – Senior Sales Engineer Aug 2017 - Aug 2018**

*Summary:* By using active listening to uncover pain points and by delivering tailored presentations or demonstrations and proof of value exercises, assisted customers in understanding the value Datadog can bring to their organisation through reducing time to resolution for incidents (MTTI/MTTR) and accelerating their cloud developments in DevOps environments.

*Key achievements:*

* Largest Q1 figures to date
* Largest online retailer deal in EMEA

*Example customer:* A high-profile retail company that had multiple issues in many parts of the organisation as a result of their new “cloud first” strategy for which their traditional tools did not work. Demonstrated through POV how the 3 pillars of Observability (infra, logs and APM) help identify issues sooner and give insight into their whole environment allows them to reduce the MTTR and enhance their customers’ experience.

**AppDynamics, UAE – Senior Presales Engineer Mar 2016 - Apr 2017**

*Summary:* A quota-carrying role helping customers to understand the value AppDynamics can bring to their organisation through the reduction of the number of application outages and their time to resolution. The role covered a large part of the sales cycle from initial presentation demonstrations to proof-of-concept implementations through to post-implementation follow-up.

*Key achievements:*

* Secured over $1M deals in 2H of financial 2016/2017 and up to $4M in sales funnel
* Achieved 212% of first full quarter quota by helping to close the largest Middle Eastern opportunity at over $670K net of new licences (ACV).

*Example customer:* A leading health insurance had issues with a key application. Showed how we could help with the whole application estate. Worked with the CIO to sell the approach and solution to the CEO and management team; upsold the deal to cover “InHealth” (subsidiary) and widened the scope of the proposal by 45% to $673k ACV.

**Dell Software, UAE – Presales and Professional Services Manager Dec 2014 – Feb 2016**

*Summary:* Managing a team of 12 while assisting distributors, partners and customers to understand the value Dell Software (from IAM, Governance, EMM, and Backup to Performance Management) can bring to end-user organisations by reducing the complexity of managing the enterprise's IT and making IT simple and repeatable. Part of the role was managing escalations around support and professional services.

*Key achievements:*

* Developed the professional services delivery structure and delivery capability through partnerships resulting in reduced consultant day rates and a higher degree of reactivity allowing the customer approaches to be more agile
* Developed account plans with line of business owners and aligned presales staff resulting in 20% increase in revenue in region
* Presented to an audience of around 300 CIOs at the IDC CIO Summit, Casablanca

**Dell Software, UK and UAE – Senior Solutions Architect May 2011 – Dec 2014**

*Summary:* Responsible for conducting in-depth business analysis, creating and demonstrating the benefits of recommended solutions and providing pre- and post-sales support to customers and via partners and GSIs.

*Key achievements:*

* Grew Middle Eastern revenue from $1.25M in FY 2013 to over $2.25M in just quarter 3 of 2014
* Largest deal in the Middle East at $2.4M

**FICO, UK – Lead Consultant Aug 2005 – May 2011**

*Summary:* Gathering requirements and implementing analytics and business rules for customers of FICO solutions.

*Key achievements:*

* Wrote professional services quotes, bid documents and statements of work, leading to largest Blaze Advisor project at approximately £1.5M, and conducted the implementation
* Developed and implemented standard demo solutions for pre-sales, and delivered Blaze Advisor pre-sales presentations and demonstrations, mostly in French

**Vignette, UK – Team Leader, EMEA Escalations Jul 1998 – Mar 2005**

*Summary:* Hired as an Engineer and quickly moved into a Team Leader role with the responsibility of 2nd level support for Tower IDM and for delivering consultancy around operating and managing the Tower solution within the customers’ environment, as well as being the “go-to” person for performance issues for internal and customer projects.

*Key achievements:*

* Implemented QA processes reducing the need for post-staging customer visits almost to zero, which was an overall reduction of 30%
* Designed and developed numerous systems management and business continuity-supporting tools including high-speed recovery scripts for Disaster Recovery or Business Continuation
* Reduced the processing time of a South African bank’s nightly cheque batch-run from over 8 hours to under 1 hour by re-designing the database interface

**Mar 1993 – Jun 1998 New Reinsurance Company, CH IT Manager**

**Aug 1991 – Feb 1993 CIM Products SA, CH Support Manager**

**Jan 1990 – Jul 1991 Unisys European Training Centre, UK Sr Staff Training Instructor**

**Jan 1987 – Dec 1989 Unisys (Suisse) SA, CH Pre and Post-Sales Support**

**Oct 1985 – Dec 1986 H. Robert Electronique SA, CH Technical Manager**

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| **TECHNOLOGY KNOWLEDGE** |

Java, .Net, Python, JavaScript/Node.js, Groovy, PowerShell, Docker, Kubernetes, Hyper-V, VMware, Private and Public Cloud, AWS, SQL and NoSQL Databases, Oracle, APM, AppDynamics, Datadog, Tower IDM (Document management), Application Servers, Windows, Linux, Unix, AIOps, Observability Moogsoft, Resolve, IT Automation, SOAP, IAM, EMM, Firewalls, Ansible, SSL/TLS, SaaS for B2B

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| **ADDITIONAL SKILLS/ QUALIFICATIONS** |

* 2018 JavaScript self-training
* 2017 Python self-training
* 2016 MEDDIC and Command of the Message
* 2012 VMware vSphere: Install, Configure, Manage
* 2009 Various FI-RUP courses (Agile development methodology)
* 2004 Oracle DBA 9i, Interquad Training, London
* 2004 Java Programming, Sun Microsystems, London
* 2008 The Leadership Equation
* 1998 Certificate in Management - Open University Business School

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| **LANGUAGES** |

* English – Native
* French – Native
* German – Conversational