

Casey O'Hearn

CYBERSECURITY | TELCO | INFORMATION SECURITY

Isle of Palms, SC • (843) 696 - 3467 • caseyohearn@gmail.com •

PROFESSIONAL PROFILE

Knowledgeable, adaptable security and sales professional with more than 10 years' experience successfully delivering high-impact, technical solutions to complex issues within SMB, Enterprise and Government teams. Technical expertise across all the latest technology including those related to monitoring, investigation, compliance, and support. Threat detection, evaluation, validation, user education and incident response. Strong communicator, utilizing presentation skills coupled with analytical mindset to effectively communicate complex concepts and strategies to diverse audiences, including executives, technical teams, and non-technical stakeholders.

TECHNICAL SKILLS

Operating Systems: Windows 8, 10, 11 Windows Server, Linux, VMWare

Windows Security: Active Directory, Windows Server, Group Policy, DNS, Shares and Permissions, DHCP, Disk Management, Microsoft Endpoint Security, Security Policy, Microsoft Authentication

Networking: Networking, Switch & IOS, IP & Routing, Subnetting, IPv4/6 Static Routing, Dynamic Routing, VLANs and Trunking, Diagnostics & Troubleshooting, Access Control List, Infrastructure Services,

Cloud: AWS, Cloud Security, Virtualization and Container, and Advanced Cloud Security

Additional Relevant Experience: Microsoft Security, Computer Networking, Cloud Security, Linux Security, Network Security, Cyber Technologies

CRM Experience - Sales Force & Hubspot

EDUCATION

Information Systems, Information Technology, Rice University
Associates, Business, San Jacinto Jr College, Houston, TX

PROFESSIONAL EXPERIENCE

Technical Sales Consultant – Business Solutions, SBA Group

2020-2026

- Oversight of sales activity and experimentation, including design, development, evaluation and data analysis for AT&T Enterprise, B2B and Government Account Managers. Play a pivotal role in driving sales growth by effectively promoting and selling AT&T's comprehensive range of fiber, VoIP, datacenter and cybersecurity solutions.
- Provide technical expertise in the areas of network architecture integration, experimentation, and data analysis. Support Sales in delivering high impact solutions to more than 500 clients in the areas of Fiber internet, SDWan and MPLS, Security & Pen testing, VoIP & data hardware and data centers.
- Leveraged AT&T CRM tools, such as Sales Force, Hubspot and sales funnel to streamline sales processes and enhance productivity. Consistently achieved or surpassed monthly quotas by 125% through a proactive approach to sales support, effectively aligning customer needs with AT&T's offerings.
- Contributed to the completion of Request for Proposals (RFPs), ensuring accurate and comprehensive responses to client requirements.

Sales Engineer, Lumen, Charleston, SC

2006 - 2020

- Served as a subject matter expert in Lumen's data center solutions, designing and pricing products that included Cisco, Avaya, ShoreTel, TekNet, Adtran, Mitel and Nortel VoIP/digital complex networks. Developed and implemented scalable cloud services, storage, Co-Lo, and SaaS solutions, and efficiently managed fiber, copper, and wiring installations, ensuring timely and accurate deployment of network infrastructure.
- Designed and implemented robust MPLS, SDWAN, OWS, VoIP networks, call centers, and wireless solutions, resulting in improved network performance.
- Created comprehensive cost documents for the sales organization and provisioning department, enabling accurate pricing and efficient service delivery. Developed detailed scope of work documents for cross-functional teams and coordinated efforts between technicians, system designers, ATAC, project management, and customers, ensuring seamless execution of network installations.
- Successfully responded to RFPs and conducted client site surveys and onsite meetings to gather technical information and understand customer needs, which facilitated accurate proposal development. Created well over 500 network drawings and presented to more than 500 customers and 25 installation teams (estimate number in one or all of the areas), effectively communicating technical solutions and gaining customer buy-in.
- Provided end-to-end support across all call center solutions including working with overhead paging systems and IP paging systems. Successfully sold more than 150 IVR systems for call center recordings and RSI for call accounting.
- Collaborated with enterprise/global account teams and with channel partners in the Mid-Atlantic Market to expand the market presence. Strengthened partnerships with multiple Fortune 500 senior executives which resulted in the retention, acquisition and growth of the Lumen's advanced Networking/ICT Outsourcing/Managed Services/IaaS/StorageSaaS/PaaS/DRaaS/BigData solutions, resulting in a total billed revenue quota of \$219 million.
- Achieved significant revenue growth, surpassing quotas with \$2.5 million monthly recurring and \$25 million non-recurring revenues through new logo Ethernet/MPLS/professional services and cloud wins and installs. Supported and grew national accounts with a \$150 million book of business, spanning various market segments such as financial, retail, healthcare, and banking.

IT Support Engineer, Lumen, Charleston, SC

2001 - 2006

- **Operating Systems:** Windows Desktop, Laptop & Windows Server, Linux, VMWare
- **Windows Security:** Windows Server, Group Policy, DNS, Shares and Permissions, DHCP, **Networking:** Networking, Switch & IOS, IP & Routing, Subnetting, IPv4 Static Routing, Dynamic Routing, VLANs and Trunking, Diagnostics & Troubleshooting, Access Control List. Supported 175 desktop clients

CERTIFICATIONS

Avaya APDS Certified

Cisco CCDA Certified

Cisco Sales Expert Certified

Cisco Advanced Wireless Certified

ShoreTel Demo Certified

A+ Certified

Structured Wiring Certified

Microsoft Certified Professional

VMWare Certified Professional

Fortinet Demo Certified