

NIGEL G. HICKEY
Conroe, TX 77385
Phone: 713.918.9875
Email: Nigel.Hickey@gmail.com
Blog: NigelHickey.com

TECHNICAL LEADER

Nigel is a highly accomplished Technical Marketing Leader in the virtualization industry. With over 22 years of experience in technology & marketing. Proven track record in creating compelling technical content, increasing market share, and building strong customer relationships. Considered a thought leader, and peer advisor within the virtualization community.

CAREER TRACK

VMWARE Houston, Texas
SR. PRODUCT LINE MARKETING MGR July 2020 – Jan 2024

- Bridging the gap between Sales execution and go-to-market strategies to enable our salesforce to be well equipped for success
- Responsible for content creation of sales assets; How-to-Sell guides, cheat sheets, Product FAQs, battle cards, whitepapers, and promotion of pricing & packaging changes
- Public speaker, internally & externally to support industry events
- Skilled in Adobe Premiere Pro for demo and content creation
- Host of an internal Sales Acceleration podcast that highlights; Win Wires, Product News/Launches, What's New in the BU, and other topics that support our field teams

VMWARE Houston, Texas
TECHNICAL MARKETING ARCHITECT Feb 2018 – July 2020

- Subject Matter Expert for vCenter Server as well as a trusted advisor for VMware customers and partners
- Responsible for generating vCenter Server content and evangelism
- Produced technical documentation, blogs, and videos to enable VMware customers to use/update their products
- Collected product feedback from customers to share with Product Marketing teams
- Presented at industry trade shows & events (VMworld US/EMEA, VMUGs US/EMEA, VeeamON, and Interop)

SIGMA SOLUTIONS Houston, Texas
CONSULTING ENGINEER (EUC) Feb 2016 – Feb 2018

- Performed Post Sales installations for customers, specializing in VMware's vSphere, Horizon 7, App Volumes, UEM and general End User Computing design and architectures
- Performed EUC Pre Sales by going on calls with Account Executives to present information about our practice as well as to have technical customer discussions around solutions
- Delivered VMware environment assessments for customers
- A trusted advisor for customers looking to learn or expand with VMware software technologies

NATIONAL SPECIALTY ALLOYS Houston, Texas
SYSTEMS ENGINEER/NETWORK ADMIN Feb 2012 - Feb 2016

- Managed & Supported the IT Infrastructure of NSA
- Planned the VMware Infrastructure upgrade and growth from vSphere 5.0 to 6 to support a VSAN cluster
- Focused on virtualizing more of our servers and growing our VMware View deployment to be able to support an "Office Anywhere" mindset
- Worked closely with our Operations & Executive teams to be able to complete our Business Continuity plans
- Lead our Change Management Team and helping create new IT policies & procedures
- Managed two consultant teams that were tasked with implementing core network changes

- Setup and configured a VMware View 5.0 environment containing over 100 virtual desktops to replace an outdated terminal server infrastructure
- Setup and configured VMware vSphere ESXi hosts to support the server virtualization of Sophos AV, Windows Update (WSUS), Enterprise CA, 2008 AD Domain Controller as well as a Test/Dev environment for our software developers.
- Responsible for bringing Sophos Endpoint Protection to NSA to protect our server and desktop infrastructure. Implemented Spiceworks for a Helpdesk solution and trained our team on it.
- Supported all end users in Houston and branch locations as Helpdesk & Desktop Support.

PRECASH INC
SENIOR WINDOWS SYSTEMS ADMINISTRATOR

Houston, Texas
 Dec 2008 - Feb 2012

- Supported Active Directory in a multi-site environment and all other duties as listed as well as taking more of a leadership role for the team.
- Supervised daily tasks for the Helpdesk and providing guidance and training for our Helpdesk Analyst
- Setup and configure virtual machines on Windows desktops & servers as well as Mac OS (VMware/vSphere 4.1).
- Supported iPhones on our MS Exchange mailbox system.

PRECASH INC
WINDOWS SYSTEMS ADMINISTRATOR

Portland, Oregon
 Aug 2006 – Dec 2008

- Installed, designed and implemented a WSUS solution for each company site to manage window updates.
- Responded to emergency calls from the helpdesk or from pages/emails relating to systems performance, diagnosis of problems, or repairing problems.
- Responsible for Backup and Recovery of corporate environment utilizing Veritas NetBackup.
- Responsible for all software purchases and licensing.
- Supported ShoreTel VOIP telecom infrastructure in Portland & Houston.

COMPUCOM INC (Intel Corp)
3rd LEVEL DEDICATED DESKTOP SUPPORT

Hillsboro, Oregon
 May 2006 – Aug 2006

- Performed 3rd level desktop support of IBM ThinkPad based inventory, Updating Active Directory accounts.
- Installed company standards in software (Windows and Linux OS) for desktop computing as well as new updates for wireless technologies.
- Replaced hardware on laptops as needed.
- Troubleshoot laptop network (wired and wireless) issues in campus buildings and training clients on new available wireless technologies.

CERTIFICATIONS

VCIX7-DTM
 VMware SME Cert- End-User Computing 2023
 VCP - Desktop Management 2023
 VCP-DTM 2021
 VCP7-DTM
 VCAP7-DTM Design
 VCP6-DTM
 VCAP6-DTM Deploy
 VCAP6-DTM Design
 VCP5-DCV

VOLUNTEER ACTIVITIES & HONORS

VMware vExpert 2014-2021
 VMware EUC Champion
 VMware SME for Certification Team
 Veeam Vanguard 2016
 Houston VMUG Leader (2016-2018)
 Blogger for NigelHickey.com
 vBrownBag Presenter at VMworld 2014/2015/2016/2017