

Ian Gilchrist

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About me

I'm a highly self-motivated person with strong mental and physical tenacity. My upbringing is humble and has kept me grounded and those traits shine through in my personality, I warm to people easily as they do to me. A conversationalist, I'm very good at understanding 'people' and establishing rapport – whether it be a CEO, or equally importantly a receptionist. I'm physically fit, present well and appreciate the value of respect, within companies and to customers.

I am well travelled and have learnt from several great mentors and cultures, I'm often described as a chameleon for my ability to adapt to my surrounds. I'm well versed at doing business in all parts of JAPAC and am well versed at working remotely, unguided - for both small(130 staff) and large(400,000 staff) US based companies. I've come to learn that my best results come from an environment which harnesses my creativity and drive, as opposed to enforcing stringent boundaries.

At 41 yrs of age, when others are settling into mid life I am seeking to grow exponentially both within myself personally and professionally. My professional career began when I was 16 when I joined the Royal Australian Navy – I have been working continuous ever since. I take for granted my military heritage though I have come to appreciate it in recent years. Perhaps the most important aspect I have taken from my time in the Navy is a strong work ethic and a desire to achieve results, as opposed to simply going through the motions.

I am a father of two beautiful girls, ages 11 and 15.

Most of all I'm a person who makes things happen. I pick up the phone, and engage, I don't hide behind emails and I'm never shy of asking the challenging questions, in a respectful manner.

In terms of mental tenacity and being a self starter it's worth considering the following;

- I completed the Melbourne OXFAM trailwalker, as an integral team member bringing the whole team over the line together in 38 hours – it's a 100km(62 Mile) walk for charity.
- I'm the organizer and inspiration behind the Mokoda 2011 trek from Melbourne's Shrine of remembrance to the Memorial Cross(built by Australian returned soldiers, pictured below) at Mount Macedon and on what is arguably Australia's most important Public Holiday – ANZAC day. Read about it at <http://mokoda.com>



Experience

LogRhythm

Aug 2012 - current

Pre-Sales, Sales and Channel Management for APAC region.

At LogRhythm I started as a pure play Pre-Sales Role which eventually led into being responsible for every aspect of the business from Sales to Channel Management to Pre-Sales work such as presentations, Proof of Concepts etc – for all of our APAC business. I report direct to the UK and have learnt a lot about the Sales Process – particularly when I constructed an Enterprise Wide License agreement for our customer Tatts (QLD) – in doing this I was exposed to and worked with many parts of our business as well as exec's and procurement/legal from the customer.

Citrix Systems

March 2012 – Aug 2012

At Citrix Systems I am a member of the SE team and looking after the VIC, NT and WA region.

The role at Citrix is a very traditional SE role – Customer meetings, demonstrations, Proof of Concept trials and general solution engineering. Whilst I am across Citrix Xen Desktop and Xen Apps I joined as part of the application networking group where I focus primarily on the Branch Repeater (WanOp) and NetScaler (ADC) products.

Procera Networks

July 2011 – April 2012

I joined Procera Networks after Oracle, having decided I wanted to get back closer to the technology as well as meeting customers and designing solutions more.

My Primary responsibility is as the sole Pre-Sales Systems Engineer for AU/NZ working closely with one Sales BDM. Occasionally and as required I will travel into the broader JAPAC region, primarily in support of Proof of Concepts.

As of Jan 2012 I covered both the Pre-Sales and Sales Lead role – technical and commercials plus partner liaison for all AU/NZ. I enjoyed working with the commercials and negotiations on deals in Q1.

ORACLE / Passlogix

2009 – July 2011

I was head hunted to join Passlogix as a Systems Engineer(SE) which I did successfully with some significant and very technical achievements to my name – namely the account win of National Australia Bank – arguably one of the most technically challenging accounts (Encryption semantics) I have ever worked on.

Passlogix was acquired by Oracle NOV 2010. Oracle made me two job offers, one as an SE and one as a product manger covering the entire JAPAC region and responsibly for the entire Identity Management portfolio, reporting the an in region VP directly. In this role I developed and rolled out product awareness programs, supported sales teams on strategic sales opportunities, fielded customer input and supported post sales escalations.

Before the acquisition of Oracle, MD of Passlogix had resigned so I was operating in this role until acquisition.

Internet Security Systems / IBM

2007- 2009

I was head hunted to join Internet Security Systems(ISS) primarily for my ability to win business against them. My role at ISS was as an Intrusion Prevention SE, a role I knew well. ISS were impressed that I could do so well in accounts on my own as their competitor when I was up against the full team of ISS Australia – so much so the head of ISS ANZ sales had the SE Manager reach out to me and ultimately make me an offer I could not refuse.

3COM / Tipping Point

2005-2007

I joined 3COM as a network centric Sales Engineer and was quickly asked to join the security SE team for TippingPoint intrusion prevention systems. At TippingPoint I was also in an SE role. I love being in an SE role for security because it saw me being able to use one of me best talents – the ability to take complex thoughts and ideas(security) and make them easily digestible by real world people such as business managers, CIO's etc.

3D Networks

2004-2005

I started at 3D networks as a telephony systems engineer (TDM) and quickly evolved into the Principal solutions architect for converged networks and VoIP. This came about because of my proven ability to educate, communicate and understand the challenges of VoIP, Quality of service etc.

Contracting – Unix/ Novell

2005-2007

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Instructor - Nortel

2003-2005

I was tasked with carrying out training on Nortel networks IP routers/switches etc all across the APAC region. It was in this role that I learnt how much I enjoy helping people understand concepts, especially technical ones – this is a trait which has served me well many times since.

Contracting and Entrepreneurial - Canberra Region

2003-2005

Upon leaving the Navy I took on a few 6-9 months contracts in the Canberra Region – working in Desktop, Servers, Novell, Unix and then settling into pure networking with Nortel Equipment.

During this time I also started a small consulting company called Zen Consulting. Zen Consulting had 5 staff and was becoming very popular – As I had a young family at the time I decided to wind back operations as it was all consuming and taking away from my family life. My logic was, you can run a company any time, but your kids are only young once.

Education

Royal Australian Navy

1989-1998

I joined the Navy at 16 years of age, as a Radio Electronics technician (with formal trade qualifications). I was in the Navy for 8 years and was awarded the Australian Service Medal for my service.

Skills

At a high level - I'm both an entrepreneur as well as a techie at heart. I can do technical, which I love, and I can do business. I'm primarily a tech and this is where my real interest lies. I have been exposed to the many elements of IT business, sales forecasting, closing deals etc but have decided that what I enjoy and excel at the most is a role more associated with technology, as opposed to pure business.

I've worked in desktop, server, mid range, pure networking, security, and most lately identity.

The roles most suited to my skills and desires would be;

- Pre-Sales
- Systems Engineering
- Consulting
- Install/Deployment
- Training
- Industry Shows / Product Briefings

I have a very broad range of technical skills and a proven track record of picking up technologies quickly.

I have a very unique ability to communicate complex ideas in terms that people can understand easily. Many times I have had students on my courses who would thank me for explaining something which many before me have not been able to do. I've also found in big business that the skill of being able to explain the merits of one encryption rationale over another to a C level person is priceless, the same can be said for many situations similar.

Here are some examples of work I have excelled at, in each area;

Pre-Sales :

- Selling Passlogix ESSO into National Australia Bank. A very complex sale given the many different touch points, from project managers to executives, to business owners to the white boarding complex cryptographic ideas with very experienced and very technical penetration testers.
- Expanding the deal value of Managed outsourcing agreements between BHP IT and IBM. I intercepted the technical details of the agreement and as opposed to IBM using external vendors like McAfee etc I placed IBM-ISS products into most every spot where they were appropriate. In this role I also championed the relationship between Crossbeam Systems/Checkpoint and IBM and sold the ISS intrusion prevention software on Crossbeam, a first for Crossbeam in APAC.
- Selling Tipping Point IPS into the Australian Tax Office against fierce competition from Internet Security Systems. Pre-Sales ability is a real talent, it's not about being a super tech, it's about knowing the dynamics of the account, engaging the right people, providing the right answers and knowing 'enough' to get to the next level. With the ATO deal it was one sales resource and myself, up against the entire ISS Australia business – 2 versus about 6 focused resources – we won. And it really rattled our competition, that 2 people could beat an entire team. It came down to really understanding how to 'pre-sell' the technology, as well as knowing the deal, which would get us over the line.

Systems Engineering :

- Ballarat University engaged 3D networks to do a design and rollout of IP telephony right across their many campuses. This required complex and deep knowledge of networking technologies and protocols as well as routing (OSPF/BGP) and VoIP QoS considerations – 802.1p, DiffServ etc. I was the sole and principal designer of the campus network IP Addressing scheme, Routing Schema and QoS plan as well as doing the actual config and implementations.
- I was the principal solutions architect for converged networks at 3D – this saw me vet and advise of every network design, which would encompass VoIP traffic and therefore needed QoS. I was also an educator within, 3D bought me on for my depth of knowledge in networking, to take a traditional TDM telephony company and convert the staff to being IP and QoS aware.

Training :

- I was a trainer exclusively for Nortel networks and worked all over ANZ and ASEAN teaching students how to use the Nortel networks equipment as well as how to understand and configure the protocols in use for the networks in which they would operate. This was a very technical role, which I loved. I really enjoyed teaching advanced concepts to students. I found it a great thrill to be actually teaching new skills to students like those who joined the course and already had their CCIE certifications.
- My natural skills as a trainer and a lover of technology were a great stepping stone for my later entry into pre-sales.

Install/Deployment

- When I was consulting and living in Canberra I also did a lot of actual install and deployment work. I was installing and building RedHat Linux systems for businesses.
- I did a lot of hands on deployment work in the Ballarat University VoIP rollout.
- All too often IT staff become senior and are reticent to get their hands dirty and back on the tools – I am the complete opposite – if the context is there, and it makes sense to, I'm quite happy to be on the tools as it were. Case in point would be where I worked with Passlogix Support from Singapore and the US to help solve a security concern that NAB had on the Passlogix ESSO deal – this saw me working solo, in the NAB Labs at Docklands (Melbourne) at 1-4 am – doing pure tech work.

Consulting :

- In terms of consulting it's about taking one's broad understanding of IT systems both at a high level and in detail and providing direction/advice on how to meet business objectives with the technology in place, or technology required. With my level of experience and engagement in the IT (right throughout JAPAC) field I could not be better placed to offer consultancy services for any IT project.

On the subject of referential integrity I highly encourage any employer to check out my proven track record. Whether it's be references from my various customer interactions or colleagues or even business partners I have worked with I'm more than happy to oblige to qualify what I have done and can do in terms of business acumen, technical skill or personal qualities.