

Michael A. Bobbitt

Director of Professional Services



1007 High Street
Port Williams, NS
B0P 1T0

902 791 1110
Mike_CV@Bobbitt.ca

 [@mike_bobbitt](https://twitter.com/mike_bobbitt)

 [Mike Bobbitt](https://www.facebook.com/MikeBobbitt)

 [Mike Bobbitt](https://plus.google.com/+MikeBobbitt)

 [Mike Bobbitt](https://www.linkedin.com/in/mike_bobbitt)

PROFESSIONAL OVERVIEW

- Hands-on technology professional since 1995
- Extensive management experience
- Strong enterprise level project management experience
- Highly technical background and interests
- Customer focused
- Outstanding communication and presentation skills
- Patent held for 'Management of certificates for public key infrastructure'

EXPERIENCE

Director of Professional Services, InfoExpress | 2003-Present

- Managed Canadian InfoExpress office, including Support and Professional Services teams
- Built a widely adopted Managed Service program from the ground up
- Set strategic direction for in-house and customer facing technologies
- Managed customer relationships with numerous Fortune 100 companies
- Coordinated SE travel based on priority, availability, resource skills and task requirements
- Developed in-house and external training programs for customers, SEs and partners
- Interfaced customers with engineering team to ensure accurate representation of needs
- Led offshore team creating detection signatures for patches, AV and other security products
- Spearheaded public Support Knowledgebase initiative including:
 - Technotes & documentation
 - Product and policy updates
 - Customer support & discussion forum
- Maintained long term product roadmap and short term priorities based on real world requirements
- Designed add-ons (often integrated into final product) to support customer specific requirements such as advanced reporting and automated backups

Technical Editor, Information Security Magazine | 2000-2004

Information Security Magazine is a monthly trade publication with a readership of over 300,000. As Technical Editor, I published 10 feature articles (including a cover story) detailing a variety of topics from emerging technology trends to policy administration. I also conducted roughly two dozen evaluations for the product review section.

Manager, Nortel Networks | 1997-2002

- Managed large, geographically dispersed team of IT professionals
- Developed policies to protect Nortel Networks from liability
- Cut service enrolment time from up to 5 business days down to under 5 minutes by architecting and delivering a secure self-service model
- Managed the RFP process for several enterprise-wide procurements
- Led integration teams for services such as VPN, authentication, firewalls and PKI
- Worked closely with vendors to ensure accurate representation of Nortel's needs
- Evaluated and reported on wireless security of approx. 20 large locations

EDUCATION

Acadia University | 1996

Bachelor of Computer Science (Specialization in Software), University Scholar

ADDITIONAL EXPERIENCE

2002-2003: Consultant, CGI

1996-1997: Project Leader, Mott Community College

1995-1996: Programmer/Analyst, Acadia University

1992-1995: Computer Lab Consultant, Acadia University (Part time)

1991-1995, 2000: Infantry Officer, Canadian Armed Forces