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Introduction:

Due to my background and experience in almost every aspect of CCTV sales for the security industry, I have been deeply involved in the creation, management and promotion of successful companies. I have developed sales networks, helped open up new vertical markets and been the primary facilitator in exploring new territories. With almost 15 years in the industry, and because of the roles I have taken on, I have a large network of professional contacts in virtually every major city in the United States. In addition, I have managed tradeshows in the U.S. and the U.K., trained dealers and customers across the U.S. and Europe, traveled to Asia to meet with Manufacturers, and been involved at virtually every level in helping companies succeed.

**Senior Sales Engineer
HIKvision USA
Industry, CA.**

2/10 - Present

- Test new products, both hardware and software
- Train Dealers and Integrators in analog and IP CCTV cameras, NVR's, DVR's, etc.
- Assist in system specification and design
- Manage custom software and hardware modifications for large international clients
- Create Technical Documents, manuals, Quick Start Guides
- Oversee restructuring of Tech Support Department
- Create and edit content for marketing materials

**Senior Sales Engineer
Verint Systems
Denver, CO.**

4/09 – 11/09

- Support Transit and Enterprise video system sales
- Create A&E and other Technical Documents
- Examine and Respond to RFP's
- Perform site surveys, walk-throughs, plan reviews, etc. with systems integrators
- Present at regional and national tradeshows

**Sales Engineer
Cernium, Corp.
Reston, VA.**

9/05 to 4/09

- Installed video analytics systems at airports, hospitals, campuses, critical infrastructure sites, etc.
- Performed site surveys, for system design, network and camera requirements
- Performed on-site technical troubleshooting
- Trained and supported integrators and end-users
- Assisted Sales staff with technical presentations and product demonstrations
- Assisted in drafting responses to RFP's
- Primary presenter at national and regional tradeshows
- Managed relationships with customers, technical staff, integrators and other potential customers.

**Sales Support Manager
Apollo Video Technology
Bellevue, WA.**

1/04 to 9/05

- Created a national network of independent Sales Reps in less than a year
- Managed field installations of mobile DVR equipment
- Trained field technicians
- Created installation guides and Tech Tips

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- Created and administered Apollo's web site (www.avt-usa.com)
- Created and presenting training materials for sales reps, dealers, installers and end users
- Researched and advised on systems design and manufacturing processes
- Authored White Papers on Bandwidth, Storage and Handling of digital video recording

I was involved in virtually all aspects of the company; hired to help take a new mobile DVR platform to market, primarily for my experience in CCTV and the security industry, and my domestic and international network of contacts. I helped lay the foundation for a company that is now a premier manufacturer in Mobile Digital Video systems for the Police, Transit and School bus markets. In the normal course of my work, I interact with Police Departments, School Districts, Transit agencies, other vendors and more. These activities include initial contact, Live product demonstrations, demo installations, sales training and presentations, and technical support.

Sales Support Manager
Advanced Technology Video, Inc.
Redmond, WA.
5/97 to 12/03

- Hired to create and manage Technical Support Department
- Developed policies and procedures, including warranty, repair and returns
- Built a test lab for troubleshooting issues for internal and external customers
- Created and posted dozens of Tech Tips to aid installers, integrators, sales people, etc.
- Designed, implemented and maintained ATV's website
- Traveled domestically and Internationally to assist in Sales and Technical issues
- Managed relationships with ATV's network of independent sales reps
- Created much of the marketing materials, brochures and manuals
- Created CEU accredited training courses (*Digital Video 101, Basic Networking*)
- Conducted large training sessions across the US and Canada
- Designed, equipped and staffed tradeshow exhibits
- Conducted Live presentations at domestic and international tradeshows

3/95 - 4/97

Technical Support Coordinator

AccessLine Technologies Inc.
11201 SE 8th St.
Bellevue, WA. 98004

Resource management; Computer support; Proprietary systems (Telecommunications, Telephony, Paging and voice mail) support and troubleshooting using DOS; System and Interface Training; Assigned and tracked customer issues; Created Technical Support Information Manual

Education: Currently working on my MCITP – EA certification. (Microsoft Certified Information Technology Professional – Enterprise Administrator)

Other Interests

I am an avid scuba diver, with Advanced, Nitrox and Dry Suit certifications. I am also a musician, currently handling lead vocals and guitar with Bad Habit, a Seattle-based classic rock band, performing at local clubs and festivals.

My personal web site is at www.gilrene.com; I use it mostly to experiment and share photos and original music.

References available on request.