James Lagan

Entrepreneurial Sales Engineer with excellent business acumen - I love helping customers succeed by discovering their desired outcome, developing a plan, and bringing that vision to reality. Friendly and dynamic, with natural ability to build key relationships, I help drive technical sales and revenue growth.

Personal Info

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Skills

- Learning Ninja
- Value Selling
- Relationship Building
- Cross-portfolio technical solution design
- Customer Journey Mapping
- Requirements gathering
- Technical Documentation
- Graphic Design
- Communication
- Python (in progress)

Education

Bachelor of Arts

State University of New York,
Buffalo, NY

Cisco Network Academy
(18 credit-hours)

Brookdale Community College
Lincroft, NJ

Work History

2017-04 - Current

Solution Architect

Avaya Inc.

- Advise Fortune 100 customers to help understand business requirements and develop digital transformation road map to achieve measured outcomes
- Architect solutions, including recent $17m CC/UC BPO private cloud platform supporting their current and future healthcare customers
- Specialize in customer/agent experiences including integrations to Salesforce, Epic, ServiceNow, etc.
- Work closely with product teams to define and prioritize and incorporate customer feature enhancements
- Area SME for Avaya Converged Platform (PodFX)
- Consistently overachieved sales quota

2007-10 - 2017-04

Senior Systems Engineer

Avaya Inc.

- For Federal customer, supported numerous technical projects through consultation, design and implementation planning, including infrastructure and application design
- Developed testing procedures, design/user documentation on various solutions

2001-09 - 2007-10

Systems Engineer

Avaya Inc.

- Provided pre-sale technical design and post-sale implementation planning for Fortune 100
- Installed, configured, tested, and maintained OS, app software, and system management tools for customer lab

1999-02 - 2001-09

Service Center Representative

Avaya Inc.

- Supported tier-II help-desk for questions on product functionality and administration
- Coordinated system expansions and day-2 additions