

# JOSEPH (JOE) WAINSCOTT

AI Solutions Engineer | Technical Sales

859.402.6914 | [joe@joewainscott.com](mailto:joe@joewainscott.com) | [linkedin.com/in/josephwainscott](https://www.linkedin.com/in/josephwainscott) | Richmond, KY

## PROFESSIONAL SUMMARY

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Technical sales engineer with 15+ years designing and delivering enterprise infrastructure solutions, now focused on AI and GPU-accelerated data center deployments. Expertise spans AI infrastructure, network security, disaster recovery, and infrastructure modernization, consistently reducing downtime, improving performance, and increasing ROI. NVIDIA-certified across AI Infrastructure and Operations and AI Technical Sales, with additional credentials from Microsoft and VMware. Skilled at translating complex AI and data center initiatives into strategic business value that accelerates growth and ensures long-term partnerships.

## KEY ACHIEVEMENTS

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- Drove exceptional account retention, keeping over 95% of assigned accounts by delivering tailored infrastructure and security solutions.
- Led complex infrastructure deployments by scoping, designing, and executing 40+ enterprise-grade deployments, improving implementation timelines by up to 25%.
- Strengthened compliance across regulated industries, enabling 100% audit success for 10+ clients by leading PCI, HIPAA, and financial compliance efforts, improving posture by 95% and avoiding \$200K+ in fines.
- Enhanced operational resilience by developing Business Continuity and Disaster Recovery (BCDR) plans for 15+ environments, cutting unplanned downtime by 90% and optimizing RTO/RPO across client infrastructures.

## PROFESSIONAL EXPERIENCE

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### SHI International Corp.

#### AI Solutions Engineer

04/2026 – Present

*Drive AI infrastructure opportunities as a technical specialist, partnering with Field Account Executives to scope GPU-accelerated data center solutions for enterprise customers.*

- Manage the AI solution practice pipeline, developing go-to-market strategies for top prospects and uncovering new business across Data Center, Cloud, and Security spaces.
- Design tailored AI infrastructure solutions spanning compute, networking, storage, and power, aligned to customer workloads, budgets, and business objectives.
- Build and maintain technical relationships with OEMs and strategic partners, staying current on emerging AI platform roadmaps and reference architectures.
- Deliver product training and technical enablement to sales teams and customers, accelerating AI fluency and consultative selling.

#### Technical Account Manager

01/2025 – 04/2026

*Served as a strategic advisor and technical liaison for enterprise customers, aligning IT infrastructure solutions with business goals.*

- Delivered tailored infrastructure and deployment strategies that support each customer's unique operating model and objectives.
- Led discovery, solution scoping, and execution of complex deployments across servers, networking, storage, and power systems.
- Developed and quality-checked detailed documentation, including BOMs, rack elevations, Visio diagrams, port maps, and integration workbooks.
- Guided onboarding and lifecycle management plans to ensure seamless deployments and long-term operational efficiency.
- Collaborated with internal teams on pricing, supply chain coordination, and vendor alignment to streamline project execution.
- Presented SHI's value proposition to customers and partners; provided technical sales support and solution demos.

#### IDCS Presales Solution Engineer II

02/2023 – 01/2025

*Collaborated with Account Executives to drive pre-sales efforts and design tailored infrastructure, data center, and hybrid cloud solutions as a strategic technical advisor across multiple verticals.*

- Partnered with sales to identify and qualify opportunities, guide technical discovery, and support new line-of-business expansion within existing accounts.
- Led the scoping and documentation of customer-centric solutions, including pricing, BOMs, and technical specifications for seamless implementation.
- Engaged stakeholders from IT admins to C-level executives (CIO, CTO, CISO) to understand business needs and align infrastructure strategies accordingly.
- Delivered technical presentations, demos, and proposal support to showcase solution value and differentiation.
- Championed SHI's consultative sales methodology, ensuring a world-class pre-sales experience that built trust and drove long-term partnerships.

## **Next Century Technologies**

### **Service Manager**

08/2022 – 02/2023

*Led a cross-functional technical team supporting managed service clients, focused on service delivery, customer satisfaction, and operational efficiency.*

- Managed a team of five technicians, reducing ticket resolution time by 25% through targeted coaching and workflow improvements.
- Facilitated 40+ quarterly and annual business reviews, aligning technical services with evolving client needs and boosting satisfaction by 15%.
- Oversaw resource planning and departmental budgeting, contributing to 10% YoY growth through effective cost control.
- Identified and resolved process bottlenecks across 35+ internal workflows, improving operational performance and service consistency.
- Acted as the primary escalation point for high-priority issues, personally resolving 300+ tickets monthly while maintaining high customer satisfaction.

### **Network Engineer**

05/2021 – 08/2022

*Designed and managed secure, scalable network and IP telephony solutions for a diverse portfolio of managed service clients.*

- Architected, configured, and maintained networking and IP telephony infrastructure across 20+ client environments.
- Deployed Sophos XG firewalls to enable secure remote access, supporting over 1,000 distributed users.
- Strengthened network security posture through proactive firewall hardening (Checkpoint and Sophos), reducing threat exposure.
- Implemented business continuity and disaster recovery strategies, ensuring operational resilience and minimal downtime.

### **Senior Network Administrator**

11/2019 – 05/2021

*Improved network performance and compliance readiness across financial, healthcare, and SMB managed service clients.*

- Provided advanced troubleshooting for escalated helpdesk tickets and network issues across 20+ MSP clients.
- Supported NCUA, FDIC, and PCI audit preparation for banking clients, contributing to improved compliance scores and audit outcomes.
- Ensured HIPAA compliance for healthcare facilities by advising on technical safeguards, documentation, and best practices.
- Collaborated with leadership to streamline internal documentation using ITGlue, improving knowledge sharing and operational efficiency.

### **Network Administrator**

09/2017 – 11/2019

*Provided day-to-day technical support and infrastructure management for a variety of managed service clients.*

- Supported client network infrastructure and end-user environments across Windows, Linux, and hybrid platforms.
- Deployed and maintained workstations, servers, and network devices to ensure optimal performance and uptime.

- Assisted with troubleshooting and resolving network issues, contributing to increased customer satisfaction and service reliability.

## IT Network Consultants

### Technical Account Manager

01/2017 – 09/2017

*Served as a key technical and business advisor for SMB clients, supporting both pre-sales and post-sales efforts.*

- Delivered business and technical guidance to support solution adoption, product education, and lasting customer satisfaction.
- Translated complex features into clear business value, helping clients maximize ROI and align solutions with growth goals.
- Conducted quarterly business reviews and product training to reinforce customer retention and expansion.
- Acted as a point of escalation for support issues, ensuring swift resolution through close collaboration with internal teams.

### Network Engineer

03/2016 – 01/2017

*Supported the design, configuration, and troubleshooting of small to mid-sized network environments across various industries.*

- Assisted in designing and deploying 25+ network environments, including wired, wireless, and hybrid architectures.
- Performed site surveys and spectrum analysis to optimize wireless performance in high-density and mission-critical areas.
- Configured and supported infrastructure using Aruba (ACMP certified), HPE, Cisco, Checkpoint, and Palo Alto solutions.
- Conducted remote and onsite installs, reducing average deployment time by 20% through efficient planning and documentation.

## TECHNICAL SKILLS

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**AI & Data Center:** NVIDIA DGX / BasePOD, GPU compute, AI inference infrastructure, reference architectures, hybrid cloud, hyperconverged infrastructure (HCI), software-defined data center (SDDC), virtualization (VMware vSphere, ESXi), containerization, automation

**Platforms & Vendors:** Dell Technologies, NetApp, HPE, Cisco, Pure Storage, Nutanix, Microsoft Azure, AWS, Veeam, Aruba, Sophos, Checkpoint, Palo Alto

**Infrastructure & Resilience:** Server, networking, storage and power systems, rack design and elevations, Bill of Materials (BOM) development, Business Continuity and Disaster Recovery (BCDR), RTO/RPO optimization, high availability, network security

**Sales & Advisory:** Technical presales, solutions engineering, technical discovery and scoping, value selling, consultative sales methodology, technical demonstrations, product training, customer success, executive stakeholder engagement

## CERTIFICATIONS

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- NVIDIA AI Advisor – Technical Sales; NVIDIA-Certified Associate: AI Infrastructure and Operations
- VMware Certified Professional – Data Center Virtualization (VCP6-DCV); Aruba Certified Mobility Professional (ACMP)
- Checkpoint Certified Security Administrator (CCSA) and Security Engineer (CCSE); CompTIA Network+
- Microsoft Certified Solutions Associate (MCSA); Microsoft Certified Professional (MCP); CISSP – In Progress

## EDUCATION

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### ITT Technical Institute

12/2007 – 05/2010

Associate of Science (A.S.), Computer Systems Networking and Telecommunications