



**WILLIAM ZIVIC**

Sales Engineer Unified Communications - Helping companies in their digital transformations / [www.williamzivic.com](http://www.williamzivic.com)

41 years old  
- Driving License  
- France

## EXPERIENCES

### Senior Sales Engineer Team Leader

**SFR Business - Since March 2020**



- Member of the executive committee of SFR UC branch  
In charge of the Calling and Meeting strategy (Cisco Webex, Microsoft Team and MTRoom HP Poly & Yealink)
- Managed 8 Sales Engineers in France in UC Service which represent 10 Million euros turnover per year.
- In charge of the animation of 18 Pre-Sales Telecom UC referent
- Analysed the needs of our prospective customers, particularly in the context of RFPs, understand and evaluate their challenges and technology landscape. I select, present and organize step by step the best ways to give the best answers to our customers. Hitratio more than 40 % between Calling & Meeting UC Solutions
- Technical Pre-Sales Leader of the UC Team in France

### Pre-Sales Unified Communications Engineer

**Telindus - Belgacom ICT - March 2016 to March 2020**



- Used deep technical expertise in UC & C Applications (Voice Call Control, Audio/Video/Web Conferencing, IM/Presence, E1, Trunk SIP, Voice/Fax and Unified Messaging) for Key Accounts as ADECCO, GSF, CEGID
- Coordinate technical and financial reviews with vendors involved in providing communication services as Microsoft, Cisco, Poly, Yealink, Imagicle.
- Designed Unified Communications products such as Cisco CUCM, Cisco Webex Dedicated Instance, Microsoft Teams Direct Routing E-SBC
- Designed Meeting Room products such as Cisco Webex Room, Zoom Room, Microsoft Teams Room and BYOD devices solutions with Centralised administrative  
Examples : GL Events : Implemented and managed 120 Devices France, Suisse, UK, China, US, Africa – 600 k€ turnover  
CEGID : Implemented and Managed E-SBC on premise Microsoft Direct Routing – 500 canals / 2000 users and 20 Microsoft Teams Rooms in France – 450 k€
- Create and execute strategies for co-existence with and migration from legacy telephony and UC implementations  
Examples : STMicroelectronics : Unified Connect proposal Multi-tenant Worldwide with MS Teams / CUCM & Imagicle  
VICAT : Developed offer MS Teams connexion to CUCM Clusters France / India. Cisco Webex App migration to Microsoft Teams
- Designed Voice system connexions between UC Cloud Solutions and On-premise telephony and 3rd party technologies to highly complex infrastructure and software solutions
- Leded technical presentations, demonstrations, workshops
- Guided a customer through the Cloud transition Calling with a perfect knowledge of market solutions (Microsoft Phonesystem, Zoom Phone, Ring Central BYOC, Cisco Webex Calling)  
Example : IBM, LEGRAND, SAINT GOBAIN, VERALLIA with making Key Account UC Strategy with Proof of concept, events, tradeshow, demonstration lab.
- Maked UC consulting offer which represent 20% of our turnover

### Pre-Sales Unified Communications Engineer

**Numéricable -Completel - October 2013 to March 2016**



- Contributed to the creation and Commercial promotion of the C-Centrex Broadsoft Completel offer.  
Implemented new UC features which simplified connexions and migration between PBX and Completel UC Cloud C-Centrex Solution.
- Developed offer, tools and processes to integrate and augment the unified communications service : centrex.
- Trained and Supported Sales with special events and webinar. Assisted sales representatives in prospecting and selling activities
- Identified costumer's needs and defined bespoke solutions
- Contributed to the response to bids & tenders
- Managed the UC Centrex Business which gained 1,4 Million euros turnover in 1 year  
For Example : Pelican Rouge – Migration 1000 users /150 Sites with Trunk SIP centralization, WAN, IPBX Mobile – 500 k€ turnover / earn -15% budget for Customer.

## Pre-Sales Network Engineer (Major Accounts)

Société Française de Distribution (SFD) - September 2009 to October 2013



- Contributed to the creation of the Business unit SFD Services which gained 1,5 Million € turnover between 2009 to 2013
- Saved 30,000 + manhours by designing a mobile phone solution which used a specific Mobility Device Management tool.
- Thias automated solution pushed proprietary compagny applications and Unified Communication applications onto 30,000 employee personnel mobile phones, over a five year period

## Pre-Sales Network Engineer

Groupe Aeroport de Paris (Groupe ADP) - 2003 to 2006



- Managed Network architecture upgrade for centralised administrative center which impact 7 Parisian airports including Orly and Roissy.
- Gained 2 million euros over a 12 month period.
- Implemented upgrade which saved airports 600,000 euros over the 1st 12 month period and impacted 15,000 employee.

## EDUCATION

### English Certification - Intensive English Course

PHOENIX ACADEMY - AUSTRALIA

September 2008 to May 2009

Level Upper-intermediate B2+ (CEFR)

### Master's degree in Consultancy Sales - Business School

SUP DE V PARIS

September 2006 to September 2008

Provide technical consultancy, pre-sales product presentation and technical clarifications including RFI/RFP/RFQ on statement of compliances and scope of work, on site implementation

Accurately forecast business and sales pipeline as required, updating management on the status of all prospects

Commercial awareness & business acumen

Experience of working in a multi vendor environments

### Bachelor of I.T from an Institute of Technology - Network and Telecommunications

IUT DE VÉLIZY

September 2005

Wireless Network (site surveys, tested and installation)

Mobility Device Management

IPBX Cisco CUCM and Open Source Asterisk Configuration

Router, Switch Configuration and Management

### BTEC (Business & Technician Education Council)

IUT DE VÉLIZY

September 2003 to September 2005

Higher National Diploma - Network and Telecommunications :

Management & Network Optimisation

LAN / WAN Networks Admin System

Computer Maintenance

Cloud Computing

PBX and IPBX Configuration and Management

## INTERESTS

### Musique

- Music band (Singer and guitarist)
- Improvisational theatre
- Running