

# BJORN GRAABEK

## PERSONAL INFORMATION

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- Born: 3. December 1963 in Copenhagen, Denmark.
- Marital status: Married, 3 children.
- Nationality: Danish

## LANGUAGES

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- Fluent in English (resident in USA for 1 year and in the UK for 6 years).
- Fluent in German (resident in Germany for a total of 3 years).
- Fluent in Danish.
- Knowledge of Swedish and Norwegian.

## SUMMARY

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- Very competent technically, primarily with networks and operating systems, as well as commercially aware.
- Extensive European pre-sales experience.
- Excellent communication and presentation skills.
- Team player, but also able and willing to work individually.
- Goal oriented.
- Very quick at comprehending new material.

## ACCREDITATIONS AND TRAINING COURSES

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NCC, Netcool Certified Consultant, 2003  
Cisco BGP Knowledge Transfer, 2002  
Cisco ICND (Interconnecting Cisco Network Devices), 2001  
MCNE (Master CNE), 1994  
MCT (Microsoft Certified Trainer), 1993  
MCP (Microsoft Certified Professional), Windows NT, 1993  
CNI (Certified NetWare Instructor), 1993  
CNE (Certified NetWare Engineer), Novell NetWare products, 1990  
  
Professional Selling Skills, Dermot Bradley, 2002  
Champ Partner Planning Workshop, The Sales Consultancy, 1996  
Tools and Concepts of Process Improvement, 1996

## EDUCATION

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1995 - 1996      Sheffield-Hallam University      Sheffield, UK  
*Msc in Enterprise Network Management*  
  
1988 – 1990      Niels Brock Business College      Copenhagen, Denmark  
*“Datanom” modules*  
■ Courses in Computer Architecture, Data communications and Operating Systems.

2002 - ?                      Micromuse                      Copenhagen, Denmark

*Technical Account Manager*

- Micromuse is a software company providing the Netcool range of service assurance solutions, used by both telecommunications companies as well as enterprise companies. Its annual turnover is around \$130 million.
- In the Nordic region we have 2 regional sales directors and 3 technical account managers. The technical account managers give technical pre-sales support to the sales directors. As well as supporting the sales directors, I am responsible for channel support in Denmark, Finland and the Baltics.
- Notable wins in which I have taken part have been Telia Mobile, Denmark and NetDesign, Denmark.

2000 - 2002                      Orchestream Ltd (now MetaSolv)                      London, UK

*Systems Engineer*

- Orchestream makes software in the OSS space. The customers are telco's, carriers and service providers needing automated provisioning and policy management for services such as VPN's (MPLS and IPSec), QoS, security and SLA measurement services. The software configures routers and switches from Cisco, Juniper and Riverstone. Integration modules exist for Micromuse Netcool, Concord eHealth and Infovista.
- Together with the sales director, I travelled extensively in Scandinavia and Benelux qualifying potential customers. I was responsible for technical pre-sales activities such as presentations, qualifying potential customers, identifying issues and risks that could jeopardise sales, proof of concept tests, but also account management during the implementation phase.
- Notable contract wins were Sonera (Finland) and Telenet (Belgium).

1997 – 2000                      Inter-Europe                      Prague, Czech Republic

*Technical Account Manager – Sales Engineer*

- Inter-Europe provides business development services for Western European and US companies throughout Eastern Europe and the Middle East.
- I travelled extensively in Central and Eastern Europe as well as the Middle East evaluating distributors and supporting the same in their respective countries. Products supported included fibre optic network conversion devices (Transition Networks), Fibre Channel SAN systems (Raidtec), Linux server appliances (Cobalt, Equinet).
- For one of the companies thus supported, distributors throughout the region were qualified, and 15 of these signed up.

1995 – 1997                      Tricord Systems                      Reading, UK

*Systems Engineer*

- Tricord was a manufacturer of very fast and highly fault-tolerant multi-processor super-servers.
- I had technical pre-sales responsibilities for the UK, Ireland, Scandinavia and Eastern Europe. I supported the regional sales managers, planned, conducted and participated in seminars, exhibitions and established

relationships with Novell, Microsoft and Oracle.

- Notable wins in my area were BskyB, Reuters and Gateway 2000. I was involved all the way through the sales process, presenting the product, putting together the business cases as well as helping the resellers plan the implementing.

1994 – 1995      Corporate Computers      London, UK

*Enterprise Consultant*

- Corporate Computers was one of the top three IT resellers in the UK.
- The Enterprise Consultants team, of which I was a member, consisted of the top five consultants within the company and had consultancy responsibilities with the largest enterprise customers.
- Examples of projects conducted by me were: Consultancy report on integration of Windows NT desktops at Global Asset Management. Consultancy report and proof of concept of offsite mirrored servers utilising Cisco routers and hardware encryption devices at Lazards. Implementing Tricord super-servers at GlaxoWellcome (today known as GlaxoSmithKline).

1992 – 1994      Persona Faculty      Chessington, UK

*Senior Instructor – Consultant*

- Instructor on Novell Netware and Microsoft Windows NT training courses, teaching mainly communication subjects such as TCP/IP, NFS and network design.
- I was tasked with introducing Microsoft training courses to the training portfolio and became the first MCT on the staff.

1989 – 1992      Commodore Networking Division  
Copenhagen, Denmark and Maidenhead, UK

*Technical Support Executive*

- The Networking Division was a knowledge centre within Commodore supplying national offices with networking products, support and expertise. Besides technical support, my responsibility was to evaluate and select products for the product portfolio. I was moved to Commodore's UK office to build up the networking expertise of that location.

1986 – 1989      Nordisk Transport      Kastrup, Denmark

*Systems Administrator*

- Responsible for administration of an IBM S/36 mini-computer, connections to remote sites and the Novell NetWare network.