Nico Guerrera

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Profile

Technical marketing expert focused on SaaS cloud management and cyber-security. Deep skill set in technologies including virtualization, public clouds, large language models, software-as-a-service offerings, and security. Looking to work in an energetic, fun team environment with lots of collaboration.

Education

2005 – 2009 **M.S. - Computer Information Systems,** *Quinnipiac University*
4.0 GPA

2000 – 2005 **B.S. - Computer Information Systems,** *University of Connecticut*

2000 – 2005 **B.A. - History,** *University of Connecticut*

Skills

Presentation — *Customer calls, tech conferences, webinars, field enablement* • **Content Creation** — *Videos/Camtasia, blogs, and documentation. Navattic and Reprise for creating click-through demos and content.* • **Technical Expertise** — *Creating and maintaining labs, developing technical scenarios and solutions, working with both cloud and on-premises solutions, using Claude and OpenCode to develop technical resources for demonstration and automate repeatable tasks* • **Marketing** — *Collecting product feedback, working with product management teams on product improvements and developing marketing campaigns*

Professional Experience

04/2024 – present **Sr. Technical Marketing Manager,** *Commvault Inc.*

- Part of the technical marketing team tasked with creating videos, click-through demos, and lab demos for new feature releases
- Maintain AWS, Azure, and GCP demo environments to showcase SaaS backup and recovery, and cyber-security feature-sets
- Became a product expert in Commvault's Cloud SaaS offerings; giving webinars, creating competitive materials and helping to drive interest via marketing materials
- Work with product management and product marketing on new release material such as blogs, videos, demos and sales collateral
- Participate with team-members to create customer and executive level technical presentation content for trade shows

- One of the current Marketing organization AI leaders, creating demo automation, AI skills, and technical cyber-security scenarios using both Claude and locally hosted lab LLMs.

Achievements:
- Collaborated with other marketing and experience teams to build and deliver a fully interactive 'cyber range' showcase environment of our product stack for use at tech conferences. This was first delivered at RSA 2025 to very positive feedback.
- Driving the use of LLMs to create customer-centric demo experiences and fully automate low priority team tasks.
- Worked with web team and colleagues to build a Commvault demo site, where we could showcase our latest technical click-through demos to current and prospective customers.

09/2020 – 03/2024
Remote

Sr. Technical Marketing Manager - Cloud Management,
VMware Inc.
- Work along with product management and engineering to create marketing content for monthly releases of our log management product.
- In charge of creating blogs, videos, training, field enablement and presentations of the VMware cloud management product stack, specifically our log management product.
- Attend regular customer calls to help with technical issues with our log management product, or to document positive and negative feedback to bring back to product management.
- Give monthly talks and presentations to the VMware field on new features in our log management product. Work with salespeople in the field to understand what is and is not working from a customer perspective for product improvement.
- Help to maintain a full lab environment of on-premises and cloud resources to create relevant content and interesting topics and for the field to use to demo to customers.
- Analyze competing operations and log management products to assess strengths and shortfalls of our log management suite, and then develop competitive analyses to present to product management and engineering.
- Create labs, videos and participate in 'Meet the Experts' and breakout sessions for VMworld/VMware Explore.
- In charge of maintaining 'VMware Tech Zone', a public space where customers can consume documentation, videos, and labs on our cloud management suite of products.

Achievements:
- Worked with product management, inside sales, and engineering on a six month campaign to develop a better method for reaching out to new vRealize Insight Cloud customers. Marketing materials, videos, and sales enablement documentation were created and over 100 new customers signed up for trial accounts.
- Completed a full marketing research comparison of the trial and freemium offerings of major competing event management and APM products and presented it to senior management. Our vRealize Log Insight cloud trial and freemium offerings were then adjusted to be more competitive.

- Developed and recorded a 15 part 'micro video' series called 'vRealize Log Insight Cloud University' for field enablement and sales training which was received with praise.

10/2016 – 10/2020
Remote

Sr. Technical Account Manager, *VMware Inc.*

- Acted as a trusted advisor to a fortune 500 financial institution, helping to guide their IT strategic direction, and build their portfolio of VMware products and services.
- Worked with operations, architecture, and management teams to architect and deploy purchased VMware products and avoid shelfware.
- Attended customer meetings to help solve IT issues and work towards achieving business goals set by management.
- Planed technical sessions for the customer based on understanding their environment, product portfolio, and potential pain points with VMware software.
- Pulled together technical resources and plan meetings between them and the customer to help software adoption and quickly remove roadblocks.
- Worked with the VMware sales team to build a picture of the customers environment through metrics and understand where we can help the customer improve via a long-term engagement strategy.
- Collaborated with VMware business units to share customer issues with our products and suggest fixes and improvements from real world customer use cases.
- Delivered quarterly business reviews to the customer on project progress, initiatives, environment snapshots, and suggestions for technical and strategic direction.
- Ran VMware health checks and maturity assessments to help the customer stay within best practices and understand what their strengths and weakness are compared to their industry.
- Acted as a TAM tech lead captain for vRealize Log Insight by participating in calls with other TAMs whose customers need help deploying or using Log Insight, and by writing blog pages for the TAM and VMware cloud blogs.

Achievements:

- Helped the account team close two multi-million dollar ELAs over five years. Consisting of VMware services, upgraded vSphere and vRealize Suite licensing, and NSX subscriptions and support.
- Displaced Turbonomics as a main competitor to vRealize Operations by helping the customer with training plans, technical sessions with the cloud management business unit, and hands on work helping to replace like to like features from the competing product to VMware’s product.
- Won TAM of the quarter for the Americas in 2019.
- Consistently achieved over 100% of KPIs every year

06/2013 – 10/2016
Bloomfield, CT

Cloud Engineering Architect (consultant),
F3 Technology Partners for Cigna Insurance

- Part of the cloud services team in charge of architecting and deploying virtual and converged infrastructure solutions for an environment consisting of over 30 UCS frames composed of between 8 and 12 chassis each.
- Charged with architecting VMware solutions, such as deploying vRealize Log Insight, and Netapp NAS for datastores, for the Cigna VMware environment. Worked with the rest of the engineering team architecting and deploying a full vSphere 5.5 and 6.0 rollout, including host profiles, virtual distributed switches, and a vSAN POC for an environment of 1200+ ESX hosts.
- Perform UCS infrastructure builds including firmware updates, unified port configuration on fabric interconnects, service profile template creation, pools and policy configuration and network/storage configuration.
- Lead the deployment of UCS Central in the environment to bring newly installed UCS domains under a unified set of pools and policies.
- Took the lead in deploying Netapp NFS datastores in the VMware environment as an alternative to expensive fiber channel storage.
- Helped the Cigna cloud automation team with monitoring, management and deployment of commodity Supermicro servers running KVM and Ceph for internal cloud infrastructure.

Achievements:

- Worked as the lead architect for Cigna's initial VMware Log Insight deployment across their entire VMware environment. VMware commented that it was one of the largest Log Insight deployments done at the time.

10/2012 – 06/2013
Bloomfield, CT

Storage Administrator (consultant),
F3 Technology Partners for Cigna Insurance

- Worked with NAS management team at Cigna to provision NAS storage via NFS and CIFS, maintain over forty IBM N-Series and Netapp FAS storage controllers, and deploy and refresh new storage controllers as required by business functions.
- Performed Data ONTAP software upgrades, disk shelf firmware updates, and ONTAP Edge virtual appliance deployment.
- Leveraged Netapp SnapMirror replication in order to migrate data between physical and virtual filers, and to schedule replication for backup and disaster recovery purposes.
- Helped to configure IBM and Netapp Data Fabric Manager to monitor volume, qtree and controller alerts for end users as well as worked with the NAS team to evaluate and deploy Netapp OnCommand Edge and Core software products.
- Took the lead in architecting and coordinating the install of a FAS3220 controller pair to a new Cigna field site that required CIFS for file shares and NFS for VMware datastores.

2012 – 2016
West Hartford, CT

Implementation Engineer, *F3 Technology Partners*

- Worked as a resource for sales teams to help build out customer VMware, Netapp, and Veaam Backup environments
- Collaborated closely with vendor account teams to understand the technical details and strengths of products that we deployed for customers
- Maintained a lab of all of the latest VMware, Netapp, and Veeam technologies to stay familiar with new features and test out architectures.

Achievements:

- Deployed four new enterprise Netapp Metrocluster arrays over a weekend for a large banking customer for immediate use the Monday after.

2005 – 2012
Southington, CT

COCC

2008 - 2012 Systems Engineer

- Responsible for the administration of 40+ ESXi IBM blade hosts running over 500 Windows and Linux virtual guests, as well as 90 physical and virtual Linux SLES/RHEL servers.
- Responsible for maintaining an enterprise virtualization strategy involving VMware HA/DRS for high scalability and minimal downtime.
- Implemented standard procedures for all systems to comply with SOX/GLBA and annual federal audits.
- Accountable for adhering to a rigorous patching schedule where all public facing Linux servers are patched monthly, and critical patches are applied within a week of release.
- Worked with storage and WAN teams to deploy first Cisco UCS chassis and blades for DR virtual desktop infrastructure.

Achievements:

- Built out a full VMware View virtual desktop disaster recovery deployment that was used by hundreds of users for a week after the October 2011 northeast snowstorm knocked power out to the company.
- Converted our entire backup environment from vFoglight to Veeam Backup and Recovery to ensure faster and more consistent backups of our virtual infrastructure

2005 - 2008 Database Administrator

- Responsible for the administration of over 250 Oracle databases for custom hosted banking solution.
- Assisted in recovering over 100 Oracle databases via RMAN backup sets over the span of one week during annual DR testing.
- Researched and implemented Oracle Enterprise Manager and Internet Directory.
- Helped in analyzing findings from FDIC and internal audits to secure the database environment.
- Took the lead on implementing both SQL Server and Oracle in a VMware virtual environment.

Certificates

- VMware Certified Professional - DCV 2022
- Novell SLES Certified Linux Administrator 11
- AWS Certified Solutions Architect - Associate