

## SHANNEN WILSON



**Job:** Presales Consultant

**Company:** Hewlett Packard Enterprise

Provide technical solutions for customers in their data centres. I design each component of the customers data centre - servers, storage and networking following their requirements

**Ambitious**

**Understanding**

**Inquisitive**

**The skills I use most in my job...** Problem Solving - deciding what solutions best fit the customer and within their budget

- Listening - understanding what requirements the customer needs and being able to put it into practice
- Time management - ensuring tasks are completed in time to ensure the sales process isn't slowed down and there's no delay for the customer

- Communication - speaking with many people inside the business, as well as the customer, to collaborate and ensure the best quality of service for the customer
- Decision Making - ability to make the correct choice when choosing components for each part of the data centre infrastructure.

**The most interesting thing I've worked on in my career so far...** I worked on a project helping to create and design a Data Centre solution for a company that had planned a whole Data Centre refresh, many conversations were had and knowing that a whole data centre was designed by me 5 months into my role was an amazing achievement.

**What inspired me into digital and tech...** The world is becoming more digital and constantly changing. Technology is becoming more and more advanced and through my degree in psychology I gained an interest in Artificial intelligence and Machine learning, understanding these and using certain AI tools is now a part of my role.

**My educational background is...** 11 GCSE's including English, drama, maths, science and IT. 4 A-levels in Business, Law, Psychology and Drama. 2:1 BSc in Psychology. Developed my confidence skills in speaking and presenting to people (which I often have to in my role) from drama. I also developed better people skills and understanding of others through my psychology degree.

**What advice I'd give to girls thinking about a career in digital and tech...** There are so many opportunities in digital and tech. The world is constantly changing but one thing that will remain is technology, it's a constantly growing industry and is creating new job roles all the time. Everyday is different in my role and I love being challenged.