

Roshan Jha

AI Solutions Engineer | SaaS Sales Engineering Expert

📍 Bengaluru, Karnataka, India | 📞 +918637076717 | 🎙 jharoshan133@gmail.com |

🔗 <https://www.linkedin.com/in/errosshanjha>

Summary

Business-savvy and customer-centric Solutions Engineer with over 5 years of experience architecting and delivering scalable **integration solutions** for enterprise clients in **SaaS** and **high-growth companies**. Proven expertise in managing the full pre- to post-sales lifecycle, from technical discovery and product deployment assessment to seamless customer onboarding. Adept at partnering cross-functionally with Sales, Product, and Engineering teams to translate complex technical requirements into impactful business outcomes.

Experience

Sanas

Dec 2024- Present

Senior Solutions Engineer

Bengaluru, Karnataka, India

🔗 <https://www.sanas.ai/>

- Architect and deploy scalable **integration solutions** for enterprise clients in a **high-growth SaaS** environment, partnering cross-functionally with Sales, Product, Engineering, and Customer Success teams through the entire pre- and post-sales process.
- Lead technical discovery, product deployment assessments, and platform integration to drive the customer onboarding process, ensuring seamless adoption of innovative speech and audio AI solutions.
- Act as the technical voice of the customer, creating detailed product feedback loops to help prioritize new features and updates that solve real-world business challenges.
- Triage and resolve complex technical issues and bugs throughout the customer journey, creating technical documents and **integration playbooks** to support internal teams and scale operations.
- **Technologies:** JavaScript (ES6), SaaS, APIs, AWS, Azure, Business Intelligence, Auth0, Jira, Python

Okta

April 2024- Dec 2024

Solutions Engineer

Bengaluru, Karnataka, India

🔗 <https://www.okta.com/>

- Led multiple high-value, enterprise-level **integration projects**, delivering technical demonstrations and proof-of-concepts (POCs) that resulted in a 35% increase in sales pipeline conversion.
- Designed and documented bespoke **integration solutions** for diverse industries, including for key **US customers**, reducing implementation timelines by 25%.
- Spearheaded \$500K+ in annual recurring revenue by solving complex customer challenges through expert **Solution Engineering** and platform integration.
- Simplified complex technical concepts into impactful presentations for technical and non-technical stakeholders, from developers to C-suite executives, fostering buy-in and accelerating adoption.

PTC

October 2021 - April 2024

Product Specialist

Gurgaon, Haryana , India

🔗 <https://www.ptc.com/en>

- Served as the primary technical point of contact for global enterprise customers, including several in the European market, delivering tailored **integration solutions** that drove a 30% growth in the enterprise customer base.
- Spearheaded IoT project delivery and technical enablement initiatives, enhancing customer satisfaction by 30% by leading solution discovery sessions and showcasing platform value through customized demos.
- Collaborated closely with internal engineering and sales teams to deliver custom **integration solutions**, contributing to 1.3 million in new revenue and accelerating customer project timelines by 20%.

Tata Consultancy Services

June 2019 - October 2021

System Engineer

Kolkata Area, India

🔗 <https://www.tcs.com/>

- Led development and maintenance initiatives using Java and Linux for a Big4 client, driving operational efficiency across critical systems.
- Designed and implemented automated workflows that optimized business processes, achieving a 25% improvement in project efficiency.
- Engaged with key stakeholders to analyze customer requirements and set priorities for new features, ensuring alignment with long-term business objectives.

Education

West Bengal University of Technology

August 2015- June 2019

Applied Electronics Engineering

Bachelor of Technology (B.Tech.)

8.01

🔗 <https://makautwb.ac.in/>

Relevant coursework: Digital Signal Processing, System Architecture, Network Solutions, Sensors, Project Management

Projects

Moisture level Controller

Sep 2018- Apr 2019

Smart device to control water flow to ground based upon soil conditions

Negotiated with college to get the project funding as well as market the concept to local villagers.

Skills

Web Technologies

● ● ● ○

JavaScript (ES6), HTML5, CSS3, Python, C++

Platforms

● ● ● ○

SaaS, Wordpress, AWS, Azure, Auth0, Jira, Notion, Android, IOS

Core Competencies

● ● ● ●

Integration Solutions, Solution Engineering, Pre- & Post-Sales Process, Technical Enablement & Discovery, Enterprise Customer Onboarding, Technical Documentation & Playbooks, Bug Triage & Resolution

Product Marketing

Knowledgeable in developing marketing strategies, creating product collateral, and conducting market research to support sales efforts.

● ● ● ○ ○

Certifications

Okta Certified Professional

Sep 2024

Crucial Conversations, Communication Foundations

Aug 2024

Demo2Win

Aug 2024

MS certified Azure Administrator

Sep 2020

Awards

Technical Excellence and business value creator Award

Sep 2024

Okta

🔗 <https://www.linkedin.com/feed/update/urn:li:activity:7242217518101086209/>

Received in first quarter of employment

Director's medal

June 2022

PTC

Languages

English

● ● ● ●

Hindi

● ● ● ●