







Roshan Jha


AI Solutions Engineer |SaaS Sales Engineering Expert


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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/	
<ul style="list-style-type: none">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/	
<ul style="list-style-type: none">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	
<ul style="list-style-type: none">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/	
<ul style="list-style-type: none">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	
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JavaScript (ES6), HTML5, CSS3, Python, C++	
Platforms	
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SaaS, Wordpress, AWS, Azure, Auth0, Jira, Notion, Android, IOS)	
Core Competencies	
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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.	
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Certifications	
Okta Certified Professional	Sep 2024
Crucial Conversations, Communication Foundations	
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	
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Hindi	
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