

WORK EXPERIENCE

- SEP 2021 - FEB 2023 | 1yr 6mos

SOLUTIONS ENGINEER

Twilio, San Francisco CA (Remote Denver)

  - Lead customers discovery sessions to uncover needs, value and guide clients to technical solution
  - Provided technical consulting and knowledge transfer with sales team including Account Executives, Frontline Managers and other Solutions Engineers.
  - Collaborated with the Sales team to exceed sales objectives, achieving over 100% quota for supporting AE in 2022 and influencing over \$3 million in eARR.
  - Remained up-to-date on new feature releases, provided guidance to customers regarding telephony compliance, and served as a mentor to colleagues.
- DEC 2019 - AUG 2021 | 2yr

SALES ENGINEER, II

Four Winds Interactive, Denver, CO

  - Demonstrated the software by providing POCs to guide clients to the best technical solution
  - Assisted customers in conceptualizing the connection between FWI solutions while building trust around objectives and future development.
  - Responsible for ensuring network architecture, security, hardware, and other technical requirements
  - Collaborated with customers on complex technical products to solve employee engagement efficiency, increasing company employee satisfaction by 20% and improved ROI.
  - Developed and implemented plans to improved FWI partner relationships resulting in an increase of company ARR by \$200k in 2020.
- NOV 2016 - NOV 2019 | 3yrs

SENIOR SIGN DEVELOPER

Four Winds Interactive, Denver, CO

  - Initiated, developed, and drove high-level implementations for client stakeholders and Four Winds Interactive.
  - Worked directly with clients to provide a technical perspective on all associated roles and responsibilities and provide a deep understanding of customer's needs.
  - Provide consulting and best practices to customers for implementing the Four Winds Interactive solution to solve problems and provide measurable outcomes.
  - Coordinated ongoing technical training/professional development for Sign Development team.
- APR 2014 - OCT 2016 | 2yrs 11mos

SIGN DEVELOPER

Four Winds Interactive, Denver, CO

  - Designed, built, and tested signs within a provided design framework.
  - Deliver an excellent end-to-end customer experience with a high measure of compliance within the business and technical requirements.
  - Created work plans for client deliverables. Lead client-facing conferences, signage kickoff, review, and functionality completion calls.
- OCT 2012 - FEB 2013 | 5mos

ACCOUNT COORDINATOR

Booyah, Denver, CO

  - Managed and implemented paid search account across multiple search engines (Adwords/Bing).
  - Regularly reported on multiple client performance, monitored and reported on large scale ad spending for a Fortune 500 company.
  - Analyzed detailed data, including CPC, impressions, CTR, and conversions.
  - Generated weekly and monthly client reports.

EDUCATION

- MAY 2012

BSBA, MARKETING

University of Colorado at Denver
- JANUARY 2012 - APRIL 2012

INTERNSHIP

Karsh\Hagan

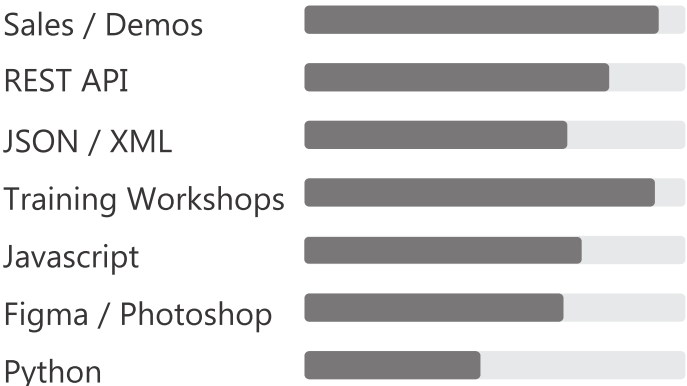
Account Service Intern

CERTIFICATION

AWS Certified Cloud Practitioner



SKILLS



NOTEWORTHY

- Owned relationships with strategic partners, collaborated on continued strategy, planning, and execution.
- Won Twilio Hackathon for the Global Buildathon and Growth Build Challenge.
- Consulted with enterprise clients to help develop an effective internal employee communication solution.
- Delivered workshop/demo training for clients using company software.
- Presenter at FWI Forward Conference session on effective Employee and Corporate Communication.
- Successful built and deployed a solution of over 150 digital signs nationwide.
- Selected for internal FWI's Aspiring Manger Program
- Strategized and planned for deal success, educated customers and mentor colleagues