
Tim McLennan

Senior Solutions Engineer

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PROFILE

Highly accomplished and results-driven Senior Solutions Engineer with over four years of experience in customer-facing technical roles. I have excellent interpersonal skills, strong experience in solving technical challenges, understanding customer requirements and delivering impactful solutions.

EXPERIENCE

Atlassian - *Senior Solutions Engineer*

Mar 2023 - Present

- Led technical discovery workshops for over 30 enterprise clients, directly contributing to a 20% increase in deal closure rates for supported accounts.
- Instrumental in reducing pre-sales technical support tickets by 17% by proactively addressing potential integration challenges during the sales cycle.
- Consistently delivered high-quality technical presentations and consultations, earning an average customer satisfaction score of 4.8 out of 5.
- Experience with RESTful and SOAP API integrations with various third-party platforms.

Zoho CRM - *Technical Consultant*

Dec 2020 - Mar 2023

- Architected and oversaw the implementation of custom solutions for over 50 small and medium-sized businesses.
- Contributed to a 10% growth in Zoho CRM adoption within assigned territory through proactive engagement in technical discussions and translating complex requirements into actionable plans.
- Ensured seamless data migration for clients adopting Zoho's ecosystem with zero data loss.
- Trained over 20 Account Executives on Zoho's technical capabilities, leading to a more technically proficient sales force and improved customer engagement.

Commonwealth bank - *Software Engineer*

Jan 2020 - Dec 2020

- Designed & developed a custom analytics dashboard for home owners, enabling real-time user behaviour insights that drove a 21% increase in feature adoption.
- Contributed to cross-functional project teams, ensuring timely delivery of features that elevated customer satisfaction and engagement.
- Wrote clean and maintainable code, following best practices and coding standards for a high-scale web environment.

EDUCATION

University of Technology, Sydney - *Bachelor of Computer Science*

2014 - 2018

Gained fundamental knowledge of programming, data science, software development, network architecture and information security.