

Jason Chen

SALES ENGINEER | SOLUTIONS ENGINEER · SOFTWARE AS A SERVICE

7755 Hiawatha Ln, Derwood, MD 20855

☎ (301)-529-9568 | ✉ jason.chen94@gmail.com | 🌐 jason-chen94

Work Experience

Optimizely

Remote, MD

SOLUTIONS ARCHITECT

Sep. 2021 - PRESENT

- Acted as technical point of contact in the pre-sales process for Optimizely's entire suite of products ranging from Content Management to Experimentation A/B testing software, as well as integrating our solutions to many other software solutions in a prospect's technology stack
- Worked with Sales Executives to close over a million dollars of deals across many different verticals/industries by giving detailed technical Demos, Proof of Concepts, RFIs, RFPs to facilitate a technical win and sale of the software
- Worked closely with Sales and Product team to gather customer requirements/feedback on our Experimentation software to guide Product roadmap to improve the overall customer experience
- Developed onboarding and administrative material on value selling/demoing and learning the Optimizely software as well as new company acquisitions

Cvent, Inc.

Tysons Corner, VA

SALES ENGINEER II

Oct. 2019 - Sep. 2021

- Supported Sales in closing millions of dollars of new booked business, renewals, and upsells as the technical point of contact for Sales regarding Cvent's large suite of event management products, integrations, and Information Security
- Performed hundreds of pre and post sales calls and demos for a huge variety of prospects and customers from Fortune 500 Enterprise companies, Financial Institutions, Pharmaceutical Companies, Higher Education, Non-profits, and more
- Supported customer troubleshooting across a large variety of technology applications such as out-of-the-box integrations, custom integrations, Single Sign-on, Webhooks, SOAP API, and REST API
- Acted as the primary technical point of contact for Sales and customers for most integration and Information Security related conversations and developed a strong knowledge of Cvent's SOAP API, REST API, Webhooks, External Authentication solutions, and Cvent's Organizational Security Controls
- Completed hundreds of RFPs and Information Security questionnaires to highlight Cvent's strong security and privacy posture and close key deals for Sales
- Automated the sharing of important security documentation with customers/prospects through integrations to save hundreds of hours a year spent on security reviews needed to close business
- Worked closely with Sales and Product team to gather customer requirements/feedback on Cvent's REST API and guide Product roadmap to increase revenue and customer adoption

Phoenix Mecano Inc.

Frederick, MD

DESIGN ENGINEER

Nov. 2018 - Oct 2019

- Assisted in all phases of the product development lifecycle, which included working with directly with customers to establish design requirements, creating engineering models and drawings, and overseeing the production process
- Programmed and implemented a Universal Robots UR10E Cobot to automate CNC machining and a variety of assembly tasks, which led to reduced lead time for certain products, reduced production load on a daily basis, and greatly improved production capability without needing more operators
- Creatively designed company products to satisfy customer applications in a large variety of industries ranging from defense, education, manufacturing, biotech, and many more
- Streamlined internal engineering design processes and standards to reduce lead time for company products and improve customer satisfaction
- Visited customer sites to assess how customers could improve their production processes by using company frameworks and workstations

Education

University of Maryland

College Park, MD

B.S. MECHANICAL ENGINEERING

Sep. 2012 - May 2016

- A. James Clark School of Engineering

Skills

Software TIBCO Scribe, Salesforce, Cvent, Optimizely, Postman, RFPIO, SolidWorks, Creo Parametric, Microsoft Office

Technical Integrations, REST API, SOAP API, Single Sign-on

Sales Software as a Service (SaaS), Product Demos, RFPs, Information Security, Compliance