Citlali Aguilar-Cañamar

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Fortune 500 supporting Sales Engineer with a software eng & agile project mgmt background; excited to grow and contribute!

Education

WP Carey School of Business, Arizona State University   **May 2018**
  Bachelor of Science, **Computer Information Systems** | Bachelor of Science, **Data Analytics** | Minor, **French**

Skills and Familiarity

- Skills: excited learner, excellent technical to non-technical translator/analogist, autonomous, strong presenter, figure-it-outer
- Relevant Tools: Github, Snowflake, S3, Docker, New Relic, Confluence, Jira, Hadoop, GSuite
- Relevant Languages / Frameworks: Python, C#, SQL, Java, HTML, CSS, JS, TypeScript, React, Dart, SOAP/REST APIs

Relevant Experience

Sr Enterprise Solution Engineer, Hover - Remote, NYC, NY   **Jan 2024 – Present**
- Consult our partners' business/technical stakeholders on how to solve their pain & manage competing needs, by designing API integration flows that allow automation of manual processes in the construction and insurance verticals.
- Foster trusting, joyful **technical advocates** within our customer and strategic partner organizations, by delivering value.
- Create and update external-facing API documentation to empower our business partners to self-serve and discover.
- Develop and present tailored demos and **POCs** to customer/partner stakeholders from end-users to c-suite executives.
- Collaborate with Eng/PM to balance delivering new, win-securing features while tracking & sharing in-market feedback for core Product consideration, resulting in preemptive feature readiness responsible for increased ARR.

Enterprise Sales Engineer, Spectrum Labs AI - Remote, NYC, NY   *Acquisition/Layoffs* **May 2021 – May 2023**
- Support the AE as a **SME** by consulting the customer as a technical **translator**, using MEDDPICC methodologies, to identify what is needed to secure the technical win, resulting in winning **$3.5M+ ARR** of new logos in under 2 yrs.
- Gather detailed discovery to architect **value-focused solutions** that help customers become compliant with DSA, by taking action on harmful behaviors resulting in improved online communities; reduced risk, and expanded TAM.
- Own and manage the technical proof of concept from RFP to integration diagram to SOW for prospective customers using Python, SQL, and the customer's data / techstack, to implement our SaaS AI content moderation solution.
- Wrangle billions of messages of unstructured data into custom visual reports for prospective customers as POCs.
- Define the Solution Eng team, its function, its OKRs, its documentation; **train & onboard team members** in sister teams.
- Attend conferences, **write technical whitepapers**, and speak at events to bring the T&S community together to learn.

Software Engineer, Workiva Inc – Scottsdale, AZ   **Sept 2019 – May 2021**
- Collaborate with my team to build a robust drag & drop workflow automation tool in our SaaS web app, using Dart, React that allows customers to create control flows for their documents lifecycle. (Think CircleCI for accountants)
- Refactored monolithic application into containerized **API**-ready microservices, enhancing scalability & maintainability
- Plan, write, test, review, release and maintain code using Agile frameworks supported by Jira, GitHub, and CircleCI.

Software Developer and Integrator, USAA – Phoenix, AZ   **Jun 2018 – Sep 2019**
- Support & integrate vendor Mortgage Application using C#, .Net; specifically integrating DocuSign web and mobile which bettered the member loan application experience and saved USAA over $10M in one year after its release.
- Develop unit and functional tests to verify code before merging, improving code quality and reducing SEVs.
- Design technical approaches for Agile user stories through partnerships with engineering, vendor, and business depts.
- Lead as a Nexus Core Team Leader to grow the new Phx office's culture, attract and retain talent by spearheading the New Hire Transition Assistance Program, and planning office learning events for hundreds of attendees.

  For more work experience from 2015-2018 (Agile Delivery Mgr, IT Consultant, Researcher, etc.) please visit my LinkedIn

Projects and Interests

- **Coin-Boys:** A simple coin flipping app for my friends using ReactNative, TypeScript, Expo and Jest; Inspired by a teacher's reddit post-- read the post and get flipping for yourself by checking out my GitHub.
- **Employee Stock Purchase Plan Categorization:** Developed data driven insights that generated sales leads for a FinTech Co, using BeautifulSoup to collect, categorize and analyze different types of employee stock purchase plans.
- **Tour Guide:** As licensed New York City tour guide and former ASU Sun Devil tour guide, I'm an *actual* Devil's Advocate. I know my way around New York City, ASU and around connecting with others through storytelling
- **Stand Up Comedian**: As a woman in tech & a woman in comedy, some claim I'm making a real *lass* of myself!

  Get to know me beyond the resume (github, comedy, photography and more)! Visit www.citla.li