

Luke Dailey ([Email](#) and [LinkedIn](#))
Senior Client Solutions Engineer
London

Professional Summary

Luke is a flexible and hard-working Senior Client Solutions Engineer with extensive experience working as a technical lead on pre- and post-sales engagements with some of world's most innovative companies on the cutting-edge of Legal Technology. He is adept at building strong relationships with clients and colleagues, solving tough implementation problems, and leading and mentoring cross-functional teams across technical and commercial roles.

Education

Bachelor of Laws, LLB (2:1)
2013-2017
University College London

International Baccalaureate (40/45)
2011-2013
Washington International School

Skills

- Languages: English, French
- Software: Python, REST APIs, JavaScript, HTML, CSS, Azure, AWS
- Hardware: 3-D modelling and LiDar mapping, Arduino programming
- Teamwork: cooperation, negotiation, coordination
- Leadership: self- management, calm under pressure, stakeholder engagement
- Strong work ethic: disciplined, fast-learner, motivated
- Communication: Adept at translating technical concepts for different audiences
- Problem solving: Innovative, strong maths and research skills, analytical approach

Professional Experience

Luminance
Mar 2019 – Present

Key Achievements

- End-to-end technical ownership (pre-sales → implementation → maintenance) of world-first automated contract review system for large Massachusetts-based consultancy (1m+ USD TCV account).
- End-to-end technical ownership (pre-sales → implementation → maintenance) of 3m+ TCV GBP in accounts.
- Created use-case driven API documentation tool which reduces effort duplication and client time to Go-Live.

- Trained Singapore Support and Technical Operations team on-site to identify, address and communicate customer issues for effective follow-the sun support.

Senior Client Solutions Engineer

Sep 2023 – Present

- Connective role driving together sales, development and customer success for technical implementation and support pre- and post- sales, working across all Luminance product offerings.
- Ownership of Edge technology documentation and roadmap. Directly manage two developers dedicated to custom development and integration capabilities.
- Only person at the company able to/authorised to work with clients pre- and post-sales to design and implement custom integrations.
- Designs solutions to solvables such as explainability of AI outputs in the legal industry as they arise.
- Identifies and actions internal tools which reduce time to Go-Live for clients.

Luminance - Senior Product Specialist - eDiscovery

Mar 2020 – Sep 2023

- Technical lead on pre-and-post sales client engagements presenting to C- level decision makers and working on implementation with clients.
- Mentor across support operations and product specialist teams.
- Work with Account Executives to deliver successful Proof of Values and manage live projects from planning stages to final review.
- Act as an expert on Luminance's technology and products, supporting the sales team in converting these prospects; to the prospect.
- As a trusted adviser and authority on the product to the prospect: responsible for understanding use cases and needs of each prospect during the Proof of Value.
- Work with Luminance Support and Technical operations teams to co-ordinate and resolve technical issues for customers.
- Design custom workflows and solutions for live cases.

Luminance - Operations Analyst and Project Manager

Mar 2019 – Mar 2020

Designed and implemented data and project lifecycle processes for the eDiscovery product, and supported sales team. Luke's work as sales support served as the role spec for the new Product Specialist team.

Paralegal

2017-2019, Sydney

Paralegal at firms Gilbert + Tobin, Banki Haddock Fiora, and Allen + Gledhill specializing in IP litigation. Turned down training contract at G+ T to pursue interest in legal technology.