Joseph R. Click (test example resume)

<location> ● <phone #> ● <email>

SKILLS

- Creating and delivering tailored demo experiences that speak to real business needs and multiple personas
- Builder mindset: I own PoCs and full-stack prototypes (Python, JavaScript/TypeScript, SQL, Next.js)
- Strong in API integrations, serverless architecture, edge computing, and frontend optimization
- Experienced with AI SDKs, LLM integrations (OpenAI), backend architecture and scalable deployment
- Expertise in developer advocacy: demos, workshops, partner integrations, technical audits
- Hands-on with LLMs, Python, JavaScript, APIs, SQL, VMs, Kubernetes, HTML/CSS, Cloud providers, SIEMs

WORK EXPERIENCE

Contentsquare, Remote
Senior Solutions Engineer – AI, APIs, and Modern Web Platforms (Next.js, Vercel)   September 2022 – Present

- Lead 4–6 week Proof of Concept projects from discovery to exec readout, closing over 70% of opportunities
- Build demo tooling and automations that save 10+ hours/week and are used by the entire SE team
- Develop API-based integrations with platforms like Salesforce, Shopify, Braze, Adobe Target, and Databricks to create high-impact demo and PoC environments
- Collaborate cross-functionally with Product and Engineering to shape feature direction and unblock deals
- Champion MEDDPICC rigor and Salesforce hygiene across sales motions, helping AEs maintain qualification discipline and align technical strategy to closeable deals
- Represent Presales on Field Advisory Boards, advocating for customer needs and roadmap priorities
- Write and debug code, build APIs after learning the inner workings of a system, and get creative to build compelling technical proof points that spotlight product value and accelerate buying decisions

Dassault Systemes - BIOVIA, San Diego, CA
Customer Success Engineering Manager   March 2020 – September 2022

- Led a high-performing team of technical engineers supporting presales and post-sales engagements
- Elevated team output through process design, tooling, and continuous mentorship, reducing time to resolution and increasing customer satisfaction
- Acted as a strategic resource across the Support org, bridging Product, R&D, Sales, and Customer Success with frontline insight and technical depth
- Formalized onboarding paths and built internal knowledge systems to scale team capabilities
- Supported presales efforts as a senior SME, guiding solution design, running PoCs, and shaping product fit for our largest and most complex opportunities
- Drove cross-functional alignment on customer needs, turning escalations into product improvements

Dassault Systemes - BIOVIA, San Diego, CA
Technical Solutions Engineer - CISPro   August 2015 – March 2020

- Became the go-to SME for complex environments, brought into Presales, Services, Implementations, and Customer Success initiatives across industries
- Led technical discovery and demo environment setup for strategic prospects, supporting pre-sales with tailored, high-impact solutioning while also providing technical and product support
- Managed and delivered 60+ full-scale application and database migrations from on-prem environments to BIOVIA ScienceCloud, working solo across Oracle DB, Windows Server, AWS, without production downtime
- Created extensive internal documentation and tooling that standardized delivery, enabled onboarding, and scaled technical quality across the org
- Delivered hands-on implementation support involving Kubernetes deployments, debugging C# app code, defining JSON requirements, database management and virtual environments

Diverse Professional Experiences – Various Roles and Industries
San Diego, CA   May 2001 - August 2015

From odd jobs to running my own legal services business, to co-founding a 6-person startup with MIT graduates, I spent formative years building a life in San Diego and constantly learning by doing:

- Built and optimized websites with SEO and Google Ads before it was mainstream and industry standard
- Handled customer service, pricing, retention, marketing, back-office, IT, and all the grunt work
- Ran ops for a high-volume law firm, then built a company to sell market-leading legal services to them
- Learned how to show up every day no matter what, sell, deliver, and keep customers coming back
- Developed a scrappy, resourceful, action-oriented mindset that still drives how I operate today

Those years made me the kind of Sales Engineer who sees the full picture, speaks the customer's language, and builds what the team actually needs because I've gained that holistic perspective through diverse experiences.

EDUCATION and CERTIFICATIONS

MBA – Information Technology Management, 2021, Western Governors University

BS – Information Technology, 2019, Western Governors University

CompTIA A+, Network+, Project+, ITIL Foundations, Site Development Associate and more