Michael Teter

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Technical Solutions Consultant | Sales Engineer

Technical Solutions Consultant with extensive experience bridging business needs and engineering capabilities. I specialize in understanding unique customer scenarios, translating requirements into practical technical approaches, and guiding stakeholders toward clear, confident decisions. My strength is connecting the 'what' and the 'how', quickly grasping the structure of a system, mapping it to a customer's goals, and communicating the best path forward.

With a background spanning software engineering, architecture, integration, system troubleshooting, and customer-facing consulting, I excel in roles where analytical thinking, clear communication, and problem-solving are essential. I am the person who diagnoses ambiguous problems, designs a workable plan, and ensures the right solution gets built — whether by me or by the teams I collaborate with. Comfortable in sales cycles, technical evaluations, onboarding, and support handoffs, I help customers understand technology in business terms and help teams deliver solutions that fit. I have collaborated with clients around the world and am comfortable traveling extensively to support discovery sessions, technical evaluations, and successful solution adoption.

Career Highlights

- Partnered with business leaders to clarify requirements, uncover root issues, and design solutions that improved operational efficiency across finance, HR, and engineering domains.
- Led diagnostic efforts for telecom providers to identify system misconfigurations and process failures that were causing significant revenue leakage—enabling recovery of millions.
- Rescued a mission-critical Excel-based business application through analysis, redesign, and performance optimization, cutting load times from 5 minutes to 10 seconds and eliminating crashes.
- Architected a multi-environment data migration system for a nationwide telecom network, reducing upgrade windows from days to hours and minimizing business disruption.
- Developed and guided integrations across e-commerce, payments, and internal systems, helping clients achieve seamless data flow and reduce manual work.

Core Competencies

- **Specialties:** Requirements Discovery, Solution Design, Systems Integration, Technical Troubleshooting, Architecture Review, API Analysis, Cross-Functional Collaboration, Client Communication, Technical Demos, Process Optimization
- **Languages/Frameworks:** Ruby/Rails, Python, Elixir/Phoenix, Java/C++ (legacy experience), JavaScript
- **Databases:** PostgreSQL, MySQL, Other RDBMSs

Professional Experience

Technical Consultant / Solutions Engineer — Freelance Consulting

Location: Remote | **Dates:** 2015-09 – present

- Partner with clients to clarify business goals, analyze workflows, and design technical approaches that address operational challenges.
- Guide customers through the evaluation of system capabilities, explaining concepts clearly for both technical and non-technical stakeholders.
- Design integration architectures connecting payment systems, e-commerce platforms, CMS systems, and internal tools to improve automation and data consistency.
- Lead requirements discovery sessions and translate ambiguous needs into actionable plans for development teams.
- Troubleshoot complex system behavior across multiple services, identifying root causes and recommending practical remediation paths.

Senior Software Engineer — Biller.AI

Location: Netherlands (Remote) | **Dates:** 2022-01 – 2022-07

- Worked closely with product, engineering, and business stakeholders to understand requirements and translate them into practical API-driven solutions.
- Conducted architecture reviews and guided developers through design decisions that improved system clarity and maintainability.

Senior Software Engineer / SCRUM Master — YoungCapital

Location: Netherlands (Remote) | **Dates:** 2020-01 – 2021-09

- Partnered with product, UX, and business stakeholders to build and launch a workflow automation system that reduced HR onboarding timelines from weeks to days and eliminated candidate drop-off.
- Analyzed backend data usage patterns to optimize cloud resource allocation, reducing operating costs while improving system responsiveness for internal users.
- Coached junior developers and guided team members through architectural and design decisions, improving delivery consistency and team effectiveness.
- Contributed to product and UX discussions, helping translate business needs into workable system designs and clear implementation plans.
- Provided cross-functional leadership as SCRUM Master, aligning engineering efforts with business priorities and improving team communication.

Senior Software Engineer & Infrastructure Manager — IMC

Location: Amsterdam, NL | **Dates:** 2012-09 – 2015-08

- Led a complete infrastructure transformation initiative by identifying risks, developing solution options, analyzing ROI, and presenting actionable recommendations that secured executive approval and funding.
- Guided vendor evaluation and selection, ensuring stakeholder alignment and long-term scalability of chosen solutions.
- Improved business user productivity by diagnosing bottlenecks in a mission-critical Excel application, redesigning its architecture, and reducing load time by 98% while improving stability and reliability.
- Simplified recurring mid-office trade reconciliation workflows by designing custom integrations between Excel tools and internal systems, reducing manual work and error rates.
- Architected improvements for high-volume data ingestion pipelines, resulting in higher reliability, faster processing, and reduced troubleshooting burden for operations teams.
- Designed a robust backup and retention strategy using Bacula and modular storage configurations, including user-friendly interfaces for business teams to manage retention policies.
- Planned and designed server rooms and supporting infrastructure for offices in New York and Amsterdam, ensuring capacity, safety, and operational resilience.
- Delivered a new infrastructure platform providing high availability across US and EU regions, improved compute performance for quantitative research, and near-zero downtime in the event of hardware failures.

Technical Consultant & Solutions Engineer — Freelance

Location: US (Remote) | **Dates:** 2011-03 – 2012-07

- Designed and delivered e-commerce and business workflow applications tailored to the requirements of small and midsize businesses.
- Advised non-technical business owners on technical decisions, translating abstract requirements into clear implementation plans and long-term architecture considerations.
- Helped organizations adopt new tools and platforms by providing structured onboarding support, documentation, and training.

Technical Consultant / Software Engineer — Martin Dawes Analytics (Lavastorm)

Location: Global (Remote) | **Dates:** 2008-03 – 2011-09

- Served as a technical consultant for Fortune 100 and global telecom providers, identifying millions in revenue leakage through switch-to-bill reconciliation and data analysis.
- Provided on-site and remote training for clients worldwide, equipping teams with the tools and understanding needed to analyze revenue assurance issues.
- Designed custom analytics workflows and business rule simulations aligned with each client's infrastructure, enabling faster diagnosis and ongoing prevention of revenue-impacting discrepancies.

IT Director — Jetta Operating Company

Location: Fort Worth, TX, US | **Dates:** 2001-05 – 2008-01

- Scaled corporate IT systems as the company tripled in size, ensuring reliability, security, and operational continuity.
- Designed and delivered business-critical internal tools for equipment management, employee time tracking, and client reporting.
- Managed vendor relationships, negotiated contracts, and ensured alignment between business needs and IT capabilities.
- Developed ETL workflows to unify disparate datasets from acquisitions, improving reporting accuracy and decision-making.
- Supported leadership with technology evaluations, risk assessments, and long-term system planning.

Software Engineer — TeleCheck, IBM, NEC America, CompUSA, St. Gobain, Ensemble Studios, MCI/Worldcom

Location: United States | **Dates:** 1993 – 2001

- Contributed to development of tools and components for AAA game production environments.
- Designed manufacturing monitoring and management systems supporting high-volume industrial operations.
- Developed national-scale data migration solutions for telecom network monitoring systems.
- Built GUI applications for aircraft maintenance and inspection workflows, improving clarity and auditability for technicians.

Education

Principia College — B.S., Computer Science Illinois, USA | 1989–1993