Michael Norris

Sales Engineer

Los Angeles, CA | michaeljnorris@gmail.com| LinkedIn | Portfolio

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EXPERIENCE

The Mortgage Office, Huntington Beach, CA   Feb/2024 – Present
Sales Engineer

- Demonstrate products to new and existing clients, ensuring customer needs are met by design capabilities or proposal of alternate solutions including custom development, approved 3rd party solutions or API integration.
- Ensure successful implementation of services to clients' current workflows through education and user training.
- Assist clients with creating custom reports from our web-based platform through Sisense & API using Postman and Power Queries.
- Create custom workflows and sales presentations using third party applications (Walnut.io, Whatfix)
- Convert and migrate existing Excel, JET/Access and SQL databases for use with TMO Pro (web-based, Azure).
- Facilitate organization and communication between Sales, Account Management, Development, Support and Onboarding teams, managing client requests while helping to keep internal development goals on track through sprints via DevOps and implementation of CRM tools (i.e. HubSpot).

Northeast Air Solutions | Braintree, MA | Remote   July/2018 - Jan/2024
Senior Sales Engineer / Sales Consultant

- Identified and articulated solutions to industry specific problems, enhancing customer understanding and adoption of cutting-edge technologies.
- Facilitated seamless technical communication, ensuring efficient deployment and integration of complex systems.
- Acted as a bridge between product development and sales teams, providing valuable technical feedback and ensuring customer requirements were met.
- Developed training materials for onboarding of new technical sales engineers.
- Evaluated and optimized business processes using data-driven insights, improving overall efficiency and customer satisfaction.

EDUCATION

Certificate, **Google Project Management**   November/2023

- Skills: *Asana, Agile, Scrum, Waterfall, Scope & Planning, Stakeholder Communication, Process Improvement, Team Management*

Certificate, **Fullstack Academy Software Engineering Bootcamp**   June/2023

- Skills: *Node, Javascript, React / Redux, XML, Git, Express, SQL, PostgreSQL, HTML5, CSS*
- Knowledgeable: *Python, Numpy, Pandas*
- *Project Highlight:* Script For Java Coffee Shop | Github
  - Collaborated with a team of 4 to create an e-commerce coffee shop.
  - Met with the team every other day to update on changes and overall structure of the app as well as oversaw pull requests.
  - Delegated tasks to team members and strategized app architecture.

Bachelor of Science in Biochemistry, Elon University   June/2013
Presented Research Thesis in Computational Chemistry at American Chemical Society Conferences
Treasurer of Pre-Dental Society and Elon Cooking Club