Nathanael Jiya

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EDUCATION

American University || Washington DC || MS in Biotechnology *May 2022*
Penn State University || State College PA || BS in Biological Sciences *May 2020*

WORK EXPERIENCE

IBM **Dallas, Texas**
August 2022 – Present

Digital Technical Specialist – IBM Automation Platform

- Drove 112% quota attainment by leading technical discovery, delivering tailored demos, and managing POCs that showcased the business value of IBM SaaS automation and observability tools (Instana and Turbonomic) across hybrid cloud and DevOps environments..
- Served as a trusted technical advisor to clients by aligning solutions with business goals and translating product capabilities into business outcomes around cloud cost optimization, performance, and automation.
- Deployed SaaS observability tools in customer environments and integrated with existing DevOps workflows and APIs, showcasing value and enabling seamless adoption.
- Developed scalable demo evaluation frameworks and prospecting cadences that improved sales team alignment and boosted demo-to-deal conversion rates.
- Led weekly enablement sessions to upskill sales teams on product positioning, storytelling, and technical differentiation—enhancing internal capability and client-facing confidence.

Strategy Consultant – AI & Business Transformation

- Led data-driven transformation initiatives, optimizing IBM Consulting's North Star platform to enhance resource planning and workforce forecasting, reducing excess hiring costs by $1M per quarter.
- Analyzed promotion and hiring data to identify gaps in IBM Consulting's talent pipeline; provided recommendations to reduce external hiring needs and improve workforce capacity planning
- Led the development and optimization of workflows for the North Star tool's Retraction Design, achieving $1.4M in annual savings by enhancing product features and user experience
- Facilitated stakeholder collaboration across consulting, data science, and technical teams, ensuring North Star forecasting model aligned with business goals and improved operational efficiency
- Refined a renewal risk forecasting model by analyzing historical renewal data and introducing new predictive factors, which improved forecast accuracy and enabled IBM's Sales team to secure $100M in ACV of at-risk software subscription renewals.

PROJECT EXPERIENCE

Stock Pulse RPA Initiative **Abuja, Nigeria**
Product Strategist *January 2021 – July 2023*

- Conducted in-depth market research to identify target clinical facilities and pharmacies with inventory management challenges, refining product features to ensure a strong product-market fit in the healthcare sector.
- Led tailored product demonstrations, effectively communicating Stock Pulse's capabilities to automate inventory management and reduce operational costs, significantly improving customer satisfaction.
- Collaborated with clients to understand their specific needs, translating insights into actionable product requirements, driving product enhancements.
- Built and maintained strong relationships with clients through effective communication and ongoing support, ensuring long-term partnerships, high client satisfaction, and seamless adoption of digital solutions.

SKILLS

- **Consulting & Transformation:** Agile Delivery, Change Management, Strategic Roadmapping, Stakeholder Engagement, Process Improvement, Business Case Development
- **Technical & Analytical:** Instana, Turbonomic, API Connect, Python, R, SQL, Tableau, Automation & Observability Technologies, Low-Code AI, CI/CD, DevOps, Jira, Mural
- **Soft Skills:** Communication & Storytelling, Project Management, RFPs, Cross-Functional Collaboration, Client Coaching, Problem Solving