

Sean McNutt

Sales Engineer

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<https://seanmcnutt.dev/>

Experienced and results-driven Sales Engineer, with a fervent passion for technology. Actively pursuing new opportunities and bringing forth a versatile skill set honed through a diverse professional background and personal endeavors. Eager to demonstrate my skill set to deliver impactful engineering solutions.

SKILLS

Solutions Engineering, Software Development, Product Demonstration, Android Development, iOS Development, Web Development, Customer Relationship Management, Technical Support

PROGRAMMING LANGUAGES

Java, JavaScript, TypeScript, Python, Swift, React

EXPERIENCE

Trimble Maps — Sales Engineer

JUNE 2020 - PRESENT

- Designed and coded numerous customer-facing demonstrations tailored for native iOS via Swift and Android platforms via Java, effectively spotlighting the breadth of the company's product offerings, encompassing REST APIs and Mobile SDKs. These demonstrations served as instrumental tools in highlighting the value and capabilities of our products.
- Coded and maintained several JavaScript based internal tools utilizing proprietary company APIs, enabling the swift execution of thousands of calculations within seconds.
- Delivered high level technical support across all stages of the sales process, ensuring seamless client integrations and bolstering overall customer satisfaction.
- Conducted product demonstrations for a diverse clientele, effectively outlining the features and benefits of our offerings.

L1 Technical Support Manager - JANUARY 2022 - SEPTEMBER 2022

- Continued previous role responsibilities while managing Level 1 support team
- Conducted regular meetings with internal product and development teams for insight and updates
- Collaborated closely with internal development teams to address critical issues
- Maintained leadership by achieving high standards in ticket resolution, quality, and customer feedback
- Fostered professional development opportunities for team members

Technical Support Analyst - JUNE 2020 - JANUARY 2022

- Managed and resolved a high volume of tickets for Trimble Maps Customers
- Provided support for on-premise solutions, mobile platforms, web services, and SDKs

- Collaborated with sales team as technical subject matter expert
- Developed with Python internal applications to enhance departmental efficiency
- Contributed optimized code to enhance company-wide tools via company GIT
- Maintained department SQL database using Jenkins, created user-friendly SQL query interface via PHP
- Leveraged Python to execute various customer projects utilizing company APIs
- Consistently achieved top performance metrics in ticket resolution, quality, and positive customer feedback

Progressive Insurance — *Medical Claims Intermediate*

JUNE 2016 - JUNE 2020

- Efficiently investigated and managed multiple Auto insurance cases simultaneously, consistently maintaining accuracy and high performance.
- Demonstrated strong teamwork skills, collaborating effectively within diverse team environments.
- Spearheaded the development and implementation of streamlined processes for new hire onboarding, leading to improved efficiency zone-wide.

Message Rewards — *Contract Salesman*

JANUARY 2016 - JUNE 2016

- Engaged in face-to-face interactions with a portfolio of clients, introducing cutting-edge technology to enhance customer interaction, satisfaction, and retention.
- Conducted product demonstrations and efficiently installed hardware for new contracts.

Prudential Financial — *Financial Professional*

OCTOBER 2014 - JANUARY 2016

- Identified and implemented financial solutions for a diverse range of clients, introducing various methods of engaging with the dynamic financial market.
- Personally managed and maintained a diverse portfolio of investments within a face-to-face client environment.
- Maintained licenses for Life/Health, Auto Insurance, Annuities

EDUCATION

Rowan University - *Bachelor of Arts*

SEPTEMBER 2010 - MAY 2014