

Kevin McGahey

Solutions Engineer

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SUMMARY

Solutions Engineer with extensive experience in both pre and post sale initiatives. Exceptional communication skills with C suite, non-technical, and technical representatives. Goal-oriented leader possessing the important skills to function well both independently and in a fast-paced team environment. Proven track record of increasing revenue and profits.

EMPLOYMENT

Integrate.io, *Solutions Engineer*

Nov. 2021 - Current

- Articulate the high-level benefits of the solution to both technical and non-technical audiences
- Full sale cycle implementation management
- Identify the correct solution according to the business problem whether it be ETL, CDC, or API Management
- Present training to commercial teams to identify new business opportunities for existing clients
- Manage proof-of-concepts (POCs) in conjunction with our Success Team
- Create various processes to streamline customer adoption and onboarding
- Collaborate with Engineering Team on feature rollout and testing for rapid implementation

DreamFactory Software, *Solutions Engineer*

Dec. 2019 - Nov. 2021

- Confirming potential client problem, technical diagnosis, and DreamFactory fit for new prospects
- Asking and determining the Key Point Indicators (KPIs) of the project representative, or ideally the project decision maker
- Support pre-sales efforts by creating custom product demos
- Create statements of work (SOW) for testing periods to ensure successful implementation
- Key liaison between Success, Engineering, Support, and Sales to ensure coherent customer communication and timely solution delivery
- Assist in post sale on-boarding with complex on-premise installations that include networking, database administration, and security
- Collaborate with Engineering and Marketing teams to ensure we are building features that matter
- Present training to enterprise teams on DreamFactory's capabilities

Lead Technical Support Engineer

May 2019 - Dec. 2019

- Manage and hire a small team of IT specialists across the world
- Prioritize onboarding and support tasks for the technical team
- Provide expertise of databases and API integrations
- Administered training for new hires and provided mentorship in case handling and troubleshooting
- Worked directly with CTO and Dir of Ops to ensure best in class support

Support Engineer

Sept. 2018 - May 2019

- Assisting new customers configure their on-premise installations and achieve backend success criteria
- Resolved complex issues through advanced logging, in-house reproduction, and analyzing product code (PHP)
- Manage existing customers to attain backend objectives
- Created and maintained knowledge to provide alternate channels of support and reduce case volume
- Documented troubleshooting steps, root cause analysis, and resolutions via Intercom

SKILLS

JavaScript (jQuery), MySQL, Node.JS, React, React Native, Git, PHP, Laravel, Docker, Linux, APIs, SQL, HTML5, CSS3

EDUCATION

Punchcode

Spring 2018

PunchCode is an intensive, immersion 12 week coding bootcamp. I went from no previous coding experience to being able to quickly build websites using JavaScript and React. Most importantly, I was taught how to learn new technologies quickly and effectively.