

TECHNICAL PRE-SALES & SOLUTIONS ENGINEER | CLOUD & MSP EXPERT

Strategic Solutions Engineer specializing in bridging the gap between complex cloud architecture and executive business value. Proven track record of partnering with sales teams to unblock revenue pipelines, scope technical solutions, and drive client adoption. Recently served as the operational and technical lead for a FinOps product launch, consulting directly with enterprise clients to scale the offering to \$2M+ in Year-1 recognized revenue.

Core Competencies

Technical Leadership

MSP Service Delivery

Cloud & On-Premises Architecture

Client Consultation/vCIO

Customer Relationship Management

Process Improvement

Team Building & Mentorship

IT Strategy & Budgeting

Professional Experience

StratusGrid | Remote

Professional Services Manager (Functionally: Solutions Architect & Operations Lead) | 12/2024 – Present

- **Revenue & Adoption:** Operationalized and served as the technical lead for a new Cloud Cost Optimization (FinOps) product, consulting directly with enterprise clients to validate technical ROI and scale the offering from zero to \$2M+ in Year-1 recognized revenue.
- **Stakeholder Buy-In & Process Alignment:** Engineered a data-driven tracking system to identify execution bottlenecks, partnering with account teams to align delivery processes with client motivations and secure the stakeholder buy-in needed to accelerate implementation.
- **Data Validation & Billing Integrity:** Architected automated financial reporting pipelines leveraging GenAI and AWS Athena SQL to validate estimated-versus-actual realized savings, providing account teams with precise billing data to prevent overcharges and protect client trust.

ProVal Technologies | Remote

Service Manager | 03/2024 – 12/2024

- **Scaling Client Onboarding:** Spearheaded technical onboarding frameworks that increased enterprise RMM implementation throughput by 5x, enabling the sales organization to aggressively scale new-client acquisition without breaking service delivery.
- **Protecting Recurring Revenue:** Elevated critical service delivery metrics—driving SLAs from 95% to 98% within a 60-day window—by establishing targeted KPI tracking to ensure technical promises made during the sales cycle were actually delivered.
- **Technical Enablement:** Designed structured coaching frameworks for junior engineers, translating complex troubleshooting into repeatable playbooks to accelerate time-to-competency for complex customer environments.

VC3 | Remote

Service Manager | 05/2023 – 03/2024

Senior Systems Engineer | 08/2020 – 05/2023

- **Client-Facing Dashboards (QBRs):** Architected custom data dashboards in PowerBI and BrightGauge, transforming raw operational data into actionable business insights utilized by Account Managers to prove value during Quarterly Business Reviews.
- **Cross-Functional Revenue Generation:** Partnered directly with account management, vCIOs, and presales to identify client infrastructure gaps, translating technical risks into strategic upgrade roadmaps that drove project revenue and improved client security postures.

- **Strategic Escalation Management:** Managed high-level technical escalations, serving as the bridge between frustrated clients and internal engineering teams to preserve account trust, protect relationship equity, and prevent churn.

ROBINS FINANCIAL CREDIT UNION | Warner Robins, GA
IT Manager | 11/2017 – 08/2020

- **Executive Strategy & Risk Mitigation:** Partnered weekly with the executive team and Risk Management to align technical initiatives with overarching business strategy, ensuring compliance and security in a highly regulated financial environment.
- **Cross-Functional Budgeting (TCO):** Collaborated directly with department Vice Presidents to architect 3- and 5-year technology lifecycle roadmaps, accurately forecasting capital expenditures (CapEx) and establishing standardized obsolescence cycles.
- **Enterprise Project Execution:** Directed the end-to-end migration of a 300+ endpoint infrastructure (Windows 7 to 10), managing the project lifecycle and cross-departmental communication to ensure zero disruption to daily financial operations.

INFINITY NETWORK SOLUTIONS, INC. | Macon, GA
vCIO / Consultant | 03/2016 – 11/2017
Senior Systems Engineer / Service Team Manager | 03/2015 – 03/2016
Engineer | 01/2012 – 03/2015

- **Technical Pre-Sales & Strategy:** Acted as the primary Solutions Engineer (vCIO) for clients in highly regulated sectors (finance, healthcare), aligning client business objectives with complex IT infrastructure solutions.
- **Solution Scoping & Closing:** Engineered, scoped, and presented comprehensive IT infrastructure and cloud solutions directly to C-level executives, tying technology investments to business profitability and securing project revenue.

Education & Certifications

Bachelor of Science, Information Technology | Middle Georgia State University, Macon, GA

- **AWS Certified Solutions Architect – Associate**
- **AWS Certified Cloud Practitioner**
- **MCSA: Windows Server 2012**
- **MCTS: Windows 7/Office 2010 Deploying**
- **VMware Certified Professional (VCP): Data Center Virtualization**
- **EMC Velocity Affiliate SE**

Technical Skills

- **Cloud:** Microsoft Azure, Microsoft 365, Microsoft Intune
- **Virtualization:** VMware vSphere, Citrix XenServer
- **Server OS:** Windows Server (All versions)
- **Core Infrastructure:** Active Directory, Group Policy, Microsoft Exchange
- **MSP Tools:** ConnectWise Manage, ConnectWise Automate, Kaseya VSA
- **Networking:** SonicWALL Firewalls, LAN/WAN configuration