

Senior Support and Sales Engineer / Product Manager

Developing, implementing, and leading innovative technical solutions that solve real-world problems

As a seasoned IT professional, I excel in architecting and delivering custom integration, analytics, and data management solutions that address complex business challenges. With a solid track record in pre-sales support, executing Proofs-of-Concept, and delivering compelling product presentations, I bring a deep understanding of customer needs and technical acumen to drive meaningful outcomes. My ability to lead cross-functional teams and spearhead innovative technical initiatives positions me to deliver solutions that solve immediate problems and create sustainable value in rapidly evolving technology landscapes.

CAREER HIGHLIGHTS

DOCKER, DENVER, CO(REMOTE)

AUGUST 2023 - CURRENT

STAFF SOLUTIONS ENGINEER

- Provided support for 20+ Account Executives as a technical resource, including attending presales calls, building and delivering technical enablement sessions, and providing support for PoC and pilot deployments.
- Built out and delivered onboarding for all new Sales Hires, focusing on containerization, docker, and docker desktop basics.
- Worked with Developer Relations to build a Docker “Tech Talk Menu” catalog, including presentation modules, demos, and talk tracks that were then used to deliver customer enablement sessions.
- Author of a series of blog posts on Docker best practices on the basics behind Dockerfile instructions, compose patterns, and other technical-focused content.
- Took over the role of Staff SE for the Federal Sector, providing focused enablement and sales support to address some of the unique requirements of this sector (including airgap, configuration management, and proxy support).
- Attended several Federal conferences providing booth support, visiting customer and vendor booths, and networking with integrators and DoD personnel.

NGINX (F5 NETWORKS), DENVER, CO(REMOTE)

MARCH 2023 - AUGUST 2023

PRINCIPLE PRODUCT MANAGER

- Spearheaded the relaunch of the NGINX Amplify SaaS platform, introducing multiple new features aimed at improving user experience and creating a marketplace for vetted solutions.
- Conducted comprehensive competitive reviews for standalone and SaaS-based competitors to NGINX's offerings.
- Led community outreach and customer research initiatives to understand, document, and address customer challenges and use cases.
- Assisted in positioning NGINX Amplify SaaS as a pivotal component of our product-led growth strategy, contributing to its placement at the forefront of our customer acquisition funnel.

NGINX (F5 NETWORKS), DENVER, CO(REMOTE)

APRIL 2021 - MARCH 2023

SOLUTIONS ARCHITECT

- Served as the primary maintainer of the Modern Applications Reference Architecture (MARA), a ready-to-deploy model of a modern Kubernetes application designed for testing, experimentation, and learning.
- Authored numerous blog posts on NGINX, MARA, and the NGINX Kubernetes Ingress Controller, addressing real-world issues and providing step-by-step solutions.
- Presented at numerous internal and external conferences and events, including NGINX Microservices March, OTEL Day, Gluecon, F5 Tech Summit, F5 Agility, F5 Tech Exchange, and NGINX Sprint 2.0/3.0. Presentation topics included OpenTelemetry, MARA, Open Source Software, and NGINX products.

- Conducted numerous tutorials, webinars, and labs in partnership with other organizations to highlight the interoperability of NGINX's product offerings within the modern applications technology landscape.

MOBILEGE X, DENVER, CO(REMOTE)

MARCH 2020 – APRIL 2021

SENIOR MANAGER CUSTOMER SUPPORT AND TRAINING

- Built support and training functions, assumed responsibility for processes and procedures, and enhanced developer experience through improved documentation and direct support.
- Provided operator support for the MobilegeX platform, improving communication between the developers and Engineering/Product groups.
- Collaborated with the Developer Advocacy and Documentation teams to enhance the developer experience through documentation review, direct support, and enabling inter-pillar communication.

JOYENT/SAMSUNG, DENVER, CO(REMOTE)

APRIL 2018 – FEBRUARY 2020

SENIOR PRODUCT MANAGER, MANTA OBJECT STORAGE

- Led product planning and execution throughout the software development lifecycle, prioritized product requirements, defined product vision, and ensured customer-centric processes.
- Defined and managed feature roadmaps, analyzed customer requirements, and authored technical documents to guide decision-making activities.
- Worked with executive staff to support corporate processes and procedures, including budgetary reporting, business objective reporting and defense, and overall status reporting.

JOYENT/SAMSUNG, AKRON, OH(REMOTE) / DENVER, CO(REMOTE)

SEPTEMBER 2013 – APRIL 2018

SENIOR CUSTOMER SUPPORT ENGINEER / SENIOR FIELD ENGINEER

- Served as the final escalation point for customer issues and drove feature development and process alignment to meet customer requirements.
- Created training programs and documentation, including the development of certification programs.
- Worked closely with engineering and operational groups to drive feature development and align processes and procedures with customer requirements while focusing on customer requirements.

HARWICK STANDARD DISTRIBUTION CORPORATION, AKRON, OH

2006 – 2013

SENIOR IT SYSTEMS ANALYST/ADMINISTRATOR / PROJECT MANAGER

- Managed all legacy OpenROAD/Ingres ERP system aspects, enabling better strategic and operational decision-making through improved data access.
- Realized cost savings, performance, user satisfaction, and service recoverability by migrating from HP/UX and Commercial Ingres to open-source Ingres running on fault-commodity hardware with RedHat Linux.

Early career experience as a **Consultant** with CCSI (Milwaukee, WI), Cap Gemini (Akron, OH), and Computer Associates (Reston, VA)

EDUCATION AND PROFESSIONAL AFFILIATIONS

Master of Science in Organizational Leadership | University of Colorado, Boulder

Bachelor of Business Administration, Cum Laude | Kent State University

Project Management Professional | Project Management Institute | PMP #181429

Past Product Directions Chair | North American Ingres Users Association

Member | Association for Computing Machinery