

Technical Pre-Sales / Sales Engineer — AI, Customer Analytics & B2B SaaS

- Technical Sales Engineer combining AWS software engineering depth
- EdgeTier AI customer analytics pre-sales experience
- Proven sales performance as the #1-ranked EnergyPal advisor out of 110+

Technical Skills:

Python, Java, C/C++, JavaScript, React/Node/Express.js, SQL, PostgreSQL, MongoDB, Docker, Unix/Linux, PyTorch

Work Experience:

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| Career Break – Medical Recovery:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Jun. 2025 – Present   | – | Canada           |
| Technical Pre-Sales Engineer – EdgeTier:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Mar. 2024 – May 2025  | – | Dublin, Ireland  |
| <ul style="list-style-type: none"><li>• Partnered with Account Executives on prospect and customer engagements, leading technical discovery, tailored demos, solution-design discussions, and POC-stage evaluations for AI customer analytics opportunities.</li><li>• Translated customer support workflows, operational pain points, and data requirements into solution designs across conversation analytics, dashboards, AI-driven insights, automation workflows, and integrations.</li><li>• Supported RFP/RFI responses and technical due diligence by coordinating with Product, Engineering, Implementation, and Security on product capabilities, architecture, data flows, and integration feasibility.</li><li>• Bridged customers, Sales, Product, and Engineering by turning customer requirements into product feedback, customer-specific features, and reusable platform improvements that supported adoption and reduced engineering effort.</li></ul>                                                                                                            |                       |   |                  |
| Solar Sales Energy Advisor – EnergyPal:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Aug. 2023 – Mar. 2024 | – | Remote, Canada   |
| <ul style="list-style-type: none"><li>• Ranked <b>#1 company-wide</b> out of <b>110+ Energy Advisors</b> in <b>gross sales</b> and <b>qualified-lead-to-sale conversion</b>.</li><li>• Became the <b>2nd-fastest Energy Advisor in company history to reach 10 sales</b>.</li><li>• Conducted ~30 inbound homeowner consultations weekly, performing discovery, educating prospects, and presenting tailored solar proposals based on financial goals, energy usage, utility rates, and power needs.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                       |   |                  |
| Software Development Engineer–AWS CloudWatch:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Aug. 2022 – Aug. 2023 | – | Dublin, Ireland  |
| <ul style="list-style-type: none"><li>• Built and supported large-scale AWS CloudWatch systems across cloud monitoring, operational reliability, CI/CD, backend systems, and customer-facing infrastructure.</li><li>• Discovered a long-standing statistical-model flaw affecting <b>750,000+</b> customer models over <b>5+ years</b>; quantified impact, presented findings to senior leadership, and <b>led worldwide implementation of the fix</b>.</li><li>• Spearheaded an operational improvement initiative saving <b>~5 hours per developer per week</b>, improving estimation accuracy by <b>~33%</b>, and increasing team output by <b>~10%</b> per sprint across a <b>~1,300-person</b> sub-organization.</li><li>• Supported 650+ external customer issues while on call, clarifying technical behavior, mitigating issues, and translating complex system details into actionable guidance.</li><li>• Led a 4-month service-wide migration of 5,000+ KPI alarms, coordinating developer execution and improving operational consistency across the service.</li></ul> |                       |   |                  |
| Machine Learning Engineer–Pacefactory:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | May 2021 – Sept. 2021 | – | Oakville, Canada |
| <ul style="list-style-type: none"><li>• Participated in client discovery and feature-request calls while supporting new-client acquisition and account expansion as the ML solution engineer, translated customer needs into product and technical requirements.</li><li>• Led productization of machine-learned perception and tracking modules as the sole ML engineer.</li><li>• Trained and implemented a real-time object detection and tracking pipeline using YOLOv4 and DeepSORT.</li><li>• Achieved <b>0.95 mAP</b>, improving model performance by approximately <b>90%</b> over the existing product.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                       |   |                  |