

*IT Leadership • Sales Engineering • Solutions Consulting*

## SALES ENGINEER

*Driving business success through dynamic customer engagement, technical expertise and exceptional sales support.*

Dedicated, adaptive professional passionate about communicating highly technical information in an understandable format to customers and helping individuals integrate technology to meet evolving business needs. Effective presenter who enjoys public speaking and has delivered numerous training sessions to help end users truly understand the value-add of specific products. Collaborator who listens intently to customer requests and then works with cross-functional teams to deliver solutions accordingly, providing integral support throughout the sales and product development lifecycles. Self-motivated professional recognized as a high potential employee, and works tenaciously to excel in fast-paced, dynamic environments.

*Sales and Revenue Growth • Technical Acumen • Team Collaboration • Engaging Presentations • Project Management • Training Analytics and Reporting • Client Relationship Management • Implementation and Go-live Support • High Value Solutions Communication • Organization • Time Management • Strategic Planning • Business Development*

## PROFESSIONAL EXPERIENCE

### **WELLSKY (FKA MEDIWARE INFORMATION SYSTEMS),** Reston, VA • 2013 to Present

*Global company owned by TPG Capital that develops, implements, and supports forward systems marketed to the healthcare industry.*

#### **Product Analyst** (2019 to Present)

Deliver high quality corrections, enhancements, and new features to support evolving client needs. Collaborate cross-functionally with Engineering, Sales, and Customer Support teams. Regularly engage with customers to understand how business needs change over time, and function as a Product Owner on an Agile Scrum Team throughout the development lifecycle, emphasizing client-centric decisions and quality assurance. Integrate a focus on continuous improvement, championing integral changes and innovations from conception through testing and implementation in the market to maximize profitability and satisfaction.

- *Provided Rfx responses and solution demonstrations to convey value-add of the solution and support sales engagements*
- *Transformed how the product team engages with other departments, realigning based off priority and impact to drive revenue and enhance customer service*
- *Spearheaded development work that allowed for the recognition of \$750K in revenue*
- *Led quarterly webinars to share the current roadmap, educate customers on new releases, and gather stakeholder feedback*
- *Nominated as an inaugural member of the Aspire Leadership Team for Hi-Po employees*

*“John’s affable manner, commitment to preparation, and quick mind translate consistently to words of praise from customers and prospects alike, often calling out his understanding of their business needs and ability to translate them into workflow solutions. To top it all off, he is always cheerful and upbeat.”*

#### **Solutions Consultant** (2017 to 2019)

Worked closely with the Sales team, leveraging technical acumen to perform best-in-class product demonstrations that aligned with customer needs and helped to close the sale. Gathered information on customer needs and requirements through both on-site and remote discovery sessions, and coordinated with cross-functional teams, including Product Management and Development to ensure proposed solutions were in alignment. Provided input on department responses to Requests for Information (RFI) and Requests for Proposal (RFP). Served as the technical champion for prospects and customers, providing integral support to 4-8 Sales Representatives at a time.

- Slashed the time to generate a quote by 80% by creating an updated methodology and workbook that could determine accurate one-time implementation costs
- Generated reports and dashboards through Salesforce to help the team better understand leading indicators of sales
- Improved customer satisfaction by working with the Customer Success team to swiftly resolve problems
- Delivered engaging trainings to customers, presenting key benefits and features to help optimize business performance
- Created PowerPoints for display at tradeshow and represented the business unit at national/regional conferences
- Earned the "Q3 STAR of the Quarter Award" in 2018 and the "Captive Award" in 2019

### **Implementation Consultant** (2015 to 2017)

Spearheaded post-sales integration for a variety of clients with a focus on efficiency and attention to the target deadline. Joined the team during period of rapid growth, quickly advancing in responsibilities to include onboarding new hires and updated SOPs to better streamline the requirements gathering and configuration phases. Ensured a smooth transition from sales close through go-live for state Medicaid agencies and Managed Care Organizations.

- Recognized as SME for 5 Texas STAR Kids MCO projects from beginning through go-lives, which led to revenue recognition of approximately \$5M over one calendar year
- Identified and shared best practices with the entire Professional Services department
- Wrote and reviewed business analysis documents, configuration workbooks, workflow diagrams, and reports
- Liaised between Product Management and Development teams to ensure processes aligned with application functionality
- Designed custom forms and wrote custom SQL queries for merge documents
- Authored customer-facing training guides and desk aides
- Received "Chain of Excellence Award" in 2015 and "Customer Satisfaction Award" in 2016

*"John is always willing to roll up his sleeves to find solutions to challenging problems. He has a very keen attention to detail and it shows in the quality of his work output. John is a great customer advocate and works in the best interest of the clients and assigned projects."*

### **Customer Support Representative** (2013 to 2015)

Wore many hats for a small cloud-based long-term care software company that would grow dramatically over the next few years. Strengthened SQL querying, SQL Server Profiler, problem solving, collaboration, and customer service skills.

- Supported 25 customers with total revenues exceeding \$1M, from initial sales cycle assistance through go-live completion
- Utilized WebEx to help end users and system administrators troubleshoot reported issues
- Performed root cause analysis on application issues using SQL commands and SQL Server Profiler
- Completed application updates on internally-hosted and customer-hosted Windows Server 2003/2008 environments
- Troubleshoot issues with reports and state-mandated exports using the CSA Dataset and OCS Export
- Handled QA tasks and validated application functionality after the release of application version updates
- Earned the "Customer Satisfaction Award" and the "Chain of Excellence Award" in 2014

#### **EARLY CAREER**

JAMES MADISON UNIVERSITY – **Research Assistant**

Collaborated on a team to identify visual and infrared trends in galaxies containing H<sub>2</sub>O mega-masers in their galactic centers. Organized data samples in a public database using SQL. Utilized IDL to analyze and interpret data to understand descriptive statistics. Read scientific papers in order to self-learn complex and abstract concepts.

- Authored a Colonial Academic Alliance (CAA) published paper
- Presented findings in multiple public presentations

#### **EDUCATION AND SOFTWARE SKILLS**

JAMES MADISON UNIVERSITY – **Bachelor of Science – Physics**

Microsoft Office (Word, Excel, PowerPoint, and Outlook)  
MS Visio • MS SharePoint • MS SQL  
Salesforce • Jira • Confluence  
GoToMeeting • Zoom