

EXPERIENCE

Aaron Associates

Project Software Engineer (Client-Facing Solutions)

Waterbury, CT

November 2024 - Present

- Collaborated directly with clients and non-technical stakeholders to gather, qualify, and prioritize technical requirements, translating operational needs into 100+ custom software implementations.
- Designed and implemented distributed supervisory control and data acquisition (SCADA) architectures with scalable backend logic, supporting municipal water and wastewater systems serving 10,000+ residents.
- Implemented industrial control networks with logical, modular topologies incorporating network segmentation and authentication to improve security.
- Built and documented secure network architectures (VLANs, firewalls, network segmentation), ensuring compliance with cybersecurity best practices for critical infrastructure.
- Integrated PLCs, RTUs, instrumentation, and third-party systems through standardized communication protocols, enabling seamless system interoperability.
- Supported on-site commissioning and troubleshooting, diagnosing complex system faults and reducing downtime during go-live events.
- Partnered cross-functionally with electrical engineers, operators, and project managers to deliver projects on time and within scope.
- Created clear technical documentation used for operator training, client handoff, and long-term support, reducing post-deployment support requests.

Tensorflight

Customer Success Manager | Sales Engineer

Remote - New York, NY

May 2024 - November 2024

- Delivered strategic account management and expert guidance on an AI-powered Insurtech SaaS solution, specializing in satellite and aerial imagery analysis for 100 global clients totaling \$3M ARR.
- Supported Account Executives (AE) by providing custom product demos and technical expertise during Proof of Concept (PoC) engagements with potential clients.
- Facilitated cross-functional collaboration with sales, product development, and technical teams to maintain an agile development process responsive to client needs.
- Enhanced customer support by developing software integrations for Jira to streamline workflows and expedite decision-making.
- Monitored customer feature usage through HubSpot Customer Relationship Management (CRM) to identify and pursue up-selling and cross-selling opportunities.
- Qualified and documented client-specific technical requirements, including API integrations, data ingestion pipelines, and deployment constraints, influencing solution architecture decisions.
- Translated complex AI, geospatial analytics, and SaaS platform capabilities into clear, client-facing technical narratives, enabling faster executive buy-in.
- Developed and maintained internal sales enablement materials, including demo scripts, objection-handling guides, and technical FAQs used across the sales organization.
- Collaborated with product and engineering teams to feed sales insights into the product roadmap, contributing to feature enhancements adopted by 10+ enterprise customers.
- Acted as a bridge between US-based sales teams and international engineering teams, ensuring alignment across time zones and stakeholders.

EDUCATION

Rensselaer Polytechnic Institute

B.S. Computer Science and Economics

Troy, NY

May 2024

SKILLS

Soft Skills: Excellent verbal & written communication, Effective time management, Creative technical problem solving, Strategic client relationship management, Proactive cross-functional collaboration, Exceptional self-management, Strong ability to multitask, Adaptable in fast-paced environments

Programming Languages: C, C++, Java, JavaScript, JQL, L^AT_EX, Python, SQL, Bash, CSS, Go, HTML, TypeScript

Software & Systems: AWS, FactoryTalk, GCP, GDB, Git, GitHub, GNU/Linux/Unix (Debian, Fedora, Kali, Ubuntu), HubSpot, Jira, JPA, JUnit, Kubernetes, Looker Studio, REST APIs, RSLogix 500, Studio 5000, Zapier

Programming Methodologies & Technical Skills: Agile development (Scrum), Relational database design (PostgreSQL, MySQL), Functional programming, Object-oriented programming, Parallel programming, System benchmarking, Unit testing

CERTIFICATIONS

AWS Certified Solutions Architect - Associate

(In Progress)

AWS Certified Cloud Practitioner

2026

BSA Eagle Scout

2020