

JESSE RUSSELL

Solution Engineer

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📍 Indianapolis, IN

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🐙 github.com/jrussellfreelance

EDUCATION

IT & Development

Apprentice University

📅 October 2015 - May 2017

📍 Carmel, IN

High School Diploma

Wisdom Builders

📅 August 2002 - May 2014

📍 Carmel, IN

SKILLS

- Strategic Analysis & ROI
- Client Relationship Management
- Stakeholder Communication
- Solution Engineering & Architecture
- Project Management & Delivery
- Requirement Analysis & Development Lifecycle
- Languages: Bash, Powershell, Python, Javascript, SQL, PHP, Go, C#, Visual Basic
- Platforms: AWS, Azure, GCP, DigitalOcean, Docker, Cloudflare
- Systems: Windows Server, Ubuntu, CentOS, macOS
- Protocols: DNS, SSL/TLS, HTTP, SMTP, SSH, REST, SAML2
- Databases: PostgreSQL, MySQL, MongoDB, Elasticsearch
- Web Servers: Nginx, Apache, IIS

CAREER OBJECTIVE

Solution Engineer with expertise in bridging technical solutions and business objectives, excels in stakeholder communication and strategic analysis, enhancing client satisfaction and product excellence with over 9 years in the industry.

WORK EXPERIENCE

Solutions Engineer & Strategic Consultant

PageDNA

📅 2021 - current

📍 Remote

- Leveraged deep understanding of customer workflows and technical expertise to advise stakeholders on technical debt, ROI analysis, and product strategy, effectively optimizing decision-making and resource allocation.
- Served as the primary solution engineer in high-level client meetings, aligning technical solutions with strategic business needs, significantly enhancing overall client satisfaction.
- Facilitated customer calls, delivering technical insights that improved client understanding and noticeably increased satisfaction levels.
- Conduct strategic analysis of customer workflows, providing actionable recommendations directly to CEO, COO, and CTO.
- Facilitated clear communication of customer requirements, streamlining development tasks and markedly improving overall project delivery efficiency.
- Identify and mitigate technical debt, recommending solutions that enhance platform stability, performance, and customer experience.
- Provide detailed estimates for customer-requested features, clearly communicating timelines, scope, and strategic value.
- Spearheaded project management from customer onboarding to delivery, enhancing cross-department collaboration and substantially increasing operational efficiency.
- Supported the sales team in closing deals by providing clear technical solutions and effectively articulating platform benefits.

Business Solutions Engineer

Jesse Russell Freelance

📅 Aug 2018 - current

📍 Remote

- Successfully managed a contracting business, delivering over 50+ DevOps and automation projects that substantially improved client operational efficiency.
- Engineered and deployed solutions for SaaS firms, resolving production issues and noticeably increasing uptime and stability.
- Executed 10+ successful datacenter migrations and optimized software upgrades, significantly enhancing overall system performance.
- Managed online presence for 10+ small businesses, optimizing DNS and WordPress integration, notably boosting website traffic and visibility.
- Boosted user engagement by adding new features, optimizing WordPress solutions, and developing high-performance web scrapers, resulting in significant improvements in user interaction and site performance.