

# JESSE RUSSELL

## *Solutions Engineer*

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📍 Indianapolis, IN

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🐙 [github.com/jrussellfreelance](https://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

- Application Engineering
- Development Lifecycle
- Project Management
- Requirement Analysis
- Stakeholder Communication
- Strategic Analysis & ROI
- Languages: Python, Javascript, SQL, PHP, Go, Bash, Powershell, C#, Visual Basic
- Platforms: AWS, Azure, GCP, DigitalOcean, Docker, Selfhosted
- Systems: Linux, Windows, macOS
- Tools: Docker, Git, SVN, WAF, CVE
- Protocols: DNS, SSL/TLS, HTTP, SSH, SFTP, SMTP, DMARC/DKIM/SPF, REST, SAML2, and more
- Databases: PostgreSQL, MySQL, MongoDB, Elasticsearch
- Web Servers: Nginx, Apache, IIS

## CAREER OBJECTIVE

Solutions Engineer with expertise in bridging technical solutions and business objectives, excels in stakeholder communication and strategic analysis, enhancing client satisfaction and product excellence with a decade of experience in the tech industry.

## WORK EXPERIENCE

### Solutions Engineer & Strategic Consultant

#### PageDNA

📅 2021 - current

📍 Remote

- Leveraged deep understanding of customer workflows and industry expertise to advise stakeholders on technical debt, ROI, and product strategy, optimizing decision-making and resource allocation.
- Successfully delivered 650+ user stories, greatly enhancing user satisfaction through development, administration, and operations.
- Spearheaded over 15 major projects, reducing critical tech debt by 15%, while enhancing customer satisfaction through proactive engagement.
- Served as the primary solution engineer in 300+ highly technical customer calls, aligning technical solutions with strategic business needs in order to deliver solutions based on each customer's use case.
- Resolved 1,000+ customer cases, delivering exceptional tier 4 tech support in critical scenarios, significantly improving customer experience.
- Enhanced cross-departmental communication with a diversified expertise, significantly increasing internal efficiency and substantially decreasing operational overhead.
- Occasionally supported the sales team by technically articulating platform benefits, increasing platform buy-in

### Business Solutions Engineer

#### Jesse Russell Freelance

📅 Aug 2018 - current

📍 Remote

- Delivered 100+ development, DevOps, and IT projects, driving measurable product and process improvements.
- Engineered tailored solutions for 50+ clients, significantly increasing business value and boosting ROI.
- Conducted thorough audits and resolved the vast majority of technical debt for 15+ clients, enhancing security and improving system performance by over 200% in some cases.
- Led 20+ datacenter and cloud migrations, enhancing system efficiency and reducing costs.
- Managed the online presence of 10+ small businesses, streamlining DNS/hosting and markedly increasing traffic via strong SEO and speed gains.
- Accelerated experiences with advanced content pipelines, custom web scrapers, monitoring/remediation automation, self-hosted deployments, and bespoke integrations, delivering fast, reliable, and innovative solutions.