

Christopher Parlette

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Summary

Experienced sales engineer that specializes in helping technology startups to grow and helping customers to see a product, understand, try it out, integrate, purchase, deploy, and achieve a return on investment. Background includes a wide variety of technology companies and products, including both on-prem and SaaS, cloud tools, monitoring tools, consulting, professional services, demos and POCs, RFPs, marketing efforts (blogs, trade shows and conferences, social media), sales processes, customer support, custom integrations, and more.

Skills

Sales Engineering, Customer Support, Troubleshooting, Consulting, Scripting, Python, Monitoring tools, Cloud, AWS, Azure, GCP, Integrations, Startups, DevOps, SaaS, Professional Services, Linux, Kubernetes

Education and Active Certifications

- B.S. in Computer Science from University of Maryland, College Park, MD 12/2006
- FOCP: FinOps Certified Practitioner 08/2021
- AWS Certified DevOps Engineer - Professional 01/2022
- CKAD: Certified Kubernetes Application Developer 08/2022

Employment

11/2021-Present

Senior Solutions Architect

TriggerMesh

TriggerMesh is an open-source event processing and management tool built on Kubernetes.

As the sales engineer and customer success lead for TriggerMesh, my role involves helping prospective customers accelerate a shift to event-driven architectures with open-source APIs based on Kubernetes and Knative. Customers range from individuals to international financial institutions. Partnerships include Cisco and VMware.

In addition to sales tasks and customer consulting, I contributed to the marketing team in the form of blog posts, video tutorials, and speaking slots at industry conferences. Interaction with the development team was key to relay customer use cases and product feedback.

11/2020-11/2021

Senior Solutions Architect

Yotascale

Yotascale is a SaaS cloud cost allocation tool for AWS and Microsoft Azure with a focus on Kubernetes costs.

Solutions consulting for current and prospective customers of Yotascale. My main role was to demonstrate the value of cloud cost management with Yotascale to infrastructure and DevOps engineers with large AWS and Azure deployments. I helped current Yotascale customers improve their cost allocation and reporting. Due to this customer interaction, I was able to relay important industry trends and enterprise-level feedback to our marketing and product teams.

03/2017-11/2020

Director of Cloud Solutions

ParkMyCloud

ParkMyCloud is a SaaS platform that helps cut cloud costs by turning off servers when they aren't in use.

Solutions consulting for current and prospective customers of ParkMyCloud (acquired by Turbonomic in May 2019). This included pre-sales engineering, demoing the product, and post-sales support and consultation. This also included helping with marketing by writing blogs and articles, running trade show booths and meetups, and creating video content. I also helped engineering with scripting projects, integrations, and market analysis for new features.

ParkMyCloud interacts with Amazon Web Services, Microsoft Azure, and Google Cloud Platform, which means I had daily exposure to multiple IaaS and PaaS services in those public clouds. Scripting is typically done in Python, with integrations to Slack and MS Teams, SSO tools like Okta and Azure AD, and enterprise apps like ServiceNow.

10/2015-03/2017 **Solutions Engineer**

CloudBolt Software

CloudBolt is a hybrid cloud management platform for managing and deploying public and private cloud workloads.

Pre-sales and post-sales engineering that included giving demos, running POCs, professional services engagements, and strategic support for CloudBolt customers. Developed solutions for customers that involved cloud platforms (AWS, Azure, GCE, Oracle), virtualization technologies (VMware, Openstack, KVM, RHEV), configuration managers (Chef, Puppet), IPAM solutions (Infoblox), scripting (Python, Bash, Powershell), and many other tools.

11/2013-10/2015 **Technical Consultant**

Circonus

Circonus is a monitoring and analytics platform built to handle unlimited metrics using a custom database.

Pre-sales engineering and post-sales services and support. This included giving demonstrations of the Circonus SaaS product and on-prem product, guiding prospects through the evaluation process, performing on-site installations, scripting and custom integration work, support, and consulting with customers regarding the best practices of monitoring and analytics.

05/2008-11/2013 **Client Services Engineer / Senior Support Engineer**

Zenoss, Inc.

Zenoss is an open-source monitoring and analytics tool for network and server management.

As a Senior Client Support Engineer, I supported enterprise customers, worked with the engineering team on product development, mentored other Support team members, helped the marketing team at trade shows, and worked with Zenoss online community.

In August 2011, I was promoted to Client Services Engineer, where I performed installations, custom projects, and training sessions for Zenoss customers. This involved working remotely and on-site with customers to help integrate monitoring with their internal processes. I specialized in handling complex environments and large deployments.

06/2006-05/2008 **Systems Engineer**

Plan B Technologies

Plan B Technologies is a consulting company specializing in Citrix, Netapp, and Juniper products.

Provided support for various Citrix products and performed installations of Presentation Server, Web Interface, and Citrix Secure Gateway on Windows Server.

Side Projects

- TrackYourStrength - Fitness tracking application written in Python using Flask. The production deployment fully runs on AWS using ECS for running application containers and RDS as the database. Container builds and deployment use Github Actions that trigger off of git tags.
- Cosmic Trading Crew - Multiplayer space trading game written in Godot. The central Godot server runs on AWS EC2, and clients are built for Android/Windows/Linux/OSX.
- Trichromancy - Single player deck building game written in Godot with an in-browser playable version.