

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

Employment

03/2017-Present **Director of Cloud Solutions** *ParkMyCloud, Dulles, VA*
Solutions consulting for current and prospective customers of ParkMyCloud (acquired by Turbonomic in May 2019). This includes pre-sales engineering, demoing the product, and post-sales support and consultation. This also includes helping with marketing by writing blogs and articles, running trade show booths and meetups, and creating video content. I also help 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 have 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, Rockville, MD*
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, Inc., Fulton, MD*
Pre-sales engineering and post-sales services and support. This included giving demonstrations of the Circonus SaaS 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.

08/2011-11/2013 **Client Services Engineer** *Zenoss, Inc., Annapolis, MD*
Performed installations, custom projects, and training sessions for existing 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.

05/2008-08/2011 **Senior Client Support Engineer** *Zenoss, Inc., Annapolis, MD*
Supported enterprise customers via phone, web, and email. Worked with Engineering team on product development and patches. Mentored other Support team members. Worked with Zenoss online community and at trade shows.

06/2006-05/2008 **Systems Engineer** *Plan B Technologies, Bowie, MD*
Worked with senior engineers on Citrix Presentation Server, Password Manager, and WANScaler deployments. Monitored and patched Windows server farms. Tested and deployed Wyse thin terminals for Citrix installations.

11/2003-06/2006 **Computer Support** *Institute for Phy. Sci. and Tech., College Park, MD*

Education

B.S. in Computer Science received in 12/2006 from University of Maryland, College Park, MD
College Park Scholars citation received in Spring 2004
Mighty Sound of Maryland Marching Band letter received in Fall 2002