

Jordan Avery

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Solutions Engineer

SUMMARY

Customer-facing technical professional with 7 years supporting enterprise SaaS onboarding, API integrations, and technical discovery alongside Sales teams.

SKILLS

REST APIs, Postman, SQL, Salesforce, technical discovery, proofs of concept, customer onboarding

EXPERIENCE

Technical Account Manager, Northwind Software | 2020 to Present

- Led technical onboarding and API integration questions for new enterprise accounts, working with Sales across several product lines.
- Ran technical discovery calls for renewals and expansions with 30+ enterprise customers.
- Built Postman collections that shortened integration setup for new customers.

Support Engineer, Contoso Cloud | 2017 to 2020

- Resolved escalated API and SSO tickets for mid-market customers.
- Wrote internal runbooks used by a 12-person support team.

EDUCATION

B.S. Information Systems, University of Illinois

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