Jordan Avery

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Solutions Engineer

SUMMARY

Customer-facing technical professional with 7 years in SaaS onboarding and support, including REST API and SSO setup, technical discovery, and work alongside Sales teams.

SKILLS

REST APIs, SSO, Postman, SQL, Salesforce, technical discovery, customer onboarding

EXPERIENCE

Technical Account Manager, Northwind Software | 2020 to Present

- Onboarded 25 new customer accounts across three product lines with Sales, leading REST API and SSO setup questions during integration.
- Ran technical discovery calls for renewals and expansions with 30+ 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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