Eric Burns

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Senior Solutions Engineer | Technical Architecture & Enablement

Sales Engineering professional with 12+ years driving complex SaaS deals through structured discovery, demo excellence, and technical validation at scale. Proven at building API-driven demo platforms, training and enabling SE teams, and translating platform capabilities into practical customer workflows. Hands-on background across cloud platforms, system architecture, automation, and full-stack development.

Professional Experience

Fractional Leadership & Technical Delivery | Consulting 02/2022 - Present

Served as fractional technology and delivery leader for multiple organizations, including software services firms. Managed project deliveries with budgets of $1M to $3M and portfolios up to $5M ARR. Delivered 20+ agile and fixed-price projects across engineering, platform, and customer workflows. Built and led cross-functional teams while mentoring engineers and technical contributors to consistently achieve client goals, timelines, and quality standards. Worked directly with clients and engineering leadership to align technical solutions to business outcomes. Integrated cloud platforms, automation, APIs, and full-stack systems to support scalable delivery and customer success.

Senior Sales Engineer | Cognigy 02/2022 - 12/2022

Role impacted by company-wide US reduction in force. Led complex POCs and custom demo creation across multiple industry verticals and conversational AI use cases. Streamlined demo creation workflows, reducing build time by approximately 70 percent through reusable components and API-driven automation. Built API-driven demo flows and TypeScript plugins integrating real customer data and workflows. Partnered with Marketing to create demo experiences used in webinars and demand generation. Created SE enablement content and onboarding guides to raise demo quality and accelerate team ramp-up. Drove structured discovery and technical validation.

Senior Sales Engineer | Aisera 06/2021 - 02/2022

Supported enterprise POCs by building conversational flows, automation scripts, and technical components used in live demos led by senior leadership. Created SE onboarding documentation and enablement materials. Partnered with Product and Engineering teams to evolve demo scenarios and customer workflows.

Senior Sales Engineer | Fastly 03/2019 - 06/2021

Unified four flagship product demos into a modular, standardized demo platform establishing best practices and improving scalability across the SE organization. Built cloud-hosted demo components on Google Cloud Compute to enable repeatable workflow validation. Developed API-driven demo systems that simulated real customer tools and dynamically updated web content as part of complete customer scenarios. Created extensive SE enablement content on Confluence. Designed and led Raspberry Pi-based hands-on learning experiences for virtual marketing events with 30 to 40 attendees, adapting content for diverse technical backgrounds and culminating in hardware-driven demos showcasing Fastly platform capabilities. Led enterprise and mid-market discovery, POCs, and technical strategy in partnership with Sales and Product teams.

Technical Sabbatical and Professional Development 01/2019 - 04/2019

Completed professional certificate programs and advanced coursework via edX in DevOps practices, modern web development, data science with Python, and blockchain fundamentals, alongside hands-on projects to apply concepts in real workflows.

Solutions Architect / Tech Evangelist | PagerDuty 07/2018 - 01/2019
Built shared AWS-hosted demo infrastructure enabling multiple SEs to run complex demo environments concurrently. Created API-driven demo workflows showcasing platform integrations and real operational use cases. Partnered with Sales and Alliances on technical positioning, webinars, and content creation.

Medical Recovery Period 08/2017 - 06/2018
Recovered from a serious automotive accident before returning to full-time work.

Director of Solutions Engineering (Founding Hire) | Mattermost 07/2017 - 08/2017
Hired to establish the Solutions Engineering function from zero, defining demo standards, discovery frameworks, and technical validation approach. Served as primary technical liaison across Sales, Product, and Engineering.

Sales Engineer / Systems Engineer | Fastly 04/2015 - 07/2017
Exceeded quota performance across multiple years (130 percent in 2015, 105 percent in 2016, 179 percent in 2017). Created one of four flagship product demos presented at company Sales Kickoff and adopted across the sales organization. Designed vertical-specific demo narratives and sales decks. Taught recurring SE training on web performance and platform architecture. Led pre-sales and post-sales technical engagements across enterprise and SMB customers.

Sales Engineer / Solutions Consultant | Compuware / dynaTrace 11/2010 - 03/2015
Led enterprise technical sales engagements across application performance management solutions. Built custom demo systems, dashboards, and Java-based plugins, including a demonstration adopted as a standardized core demo across the West Coast SE team. Regularly engaged director to C-level stakeholders to align technical outcomes with business value.

Early Career Technical Foundation
Red Condor, GarageCity, Cerent/Cisco Systems
Built full-stack web platforms and large relational databases. Developed and enhanced a dozen internal web applications using Perl, Java, JavaScript, and SQL on Oracle. Designed Linux-based SaaS infrastructure, DevOps automation, monitoring systems, and high-availability environments. Created enterprise ETL pipelines integrating ERP, PDM, CAD, and legacy systems. Built custom tooling, dashboards, and deployment automation used across production environments.

Skills

Sales Engineering & Enablement
Discovery, demo architecture, POCs, technical validation, SE training, documentation, cross-functional collaboration

Cloud & Systems Architecture
AWS, Google Cloud, Linux infrastructure, automation, monitoring systems, relational database design

Programming & Development
Python, JavaScript/TypeScript, SQL, Perl, REST APIs, web application development, scripting

Platforms & Workflows
SaaS integrations, API-driven systems, DevOps concepts, performance analytics

Education

MS Information Systems (Information Security Concentration), University of San Francisco
BS Business Administration (MIS Concentration), Sonoma State University