

Hunter Neil

Sales Engineer

hunter.r.neil@gmail.com • (602) 820-7235
[Website](#) • [LinkedIn URL](#) • Denver, CO

Accomplished sales engineering professional consistently surpassing targets and driving revenue growth in competitive markets. Exceptional client-relations skills, demonstrated through effective communication with partners from over 15 nations. Proficient in identifying and seizing new business opportunities, with keen ability to close complex deals leveraging strong technical acumen. Skilled in building and nurturing relationships with key decision-makers and adept at navigating procurement processes to establish enduring partnerships. Deep understanding of product features and applications, serving as a valuable resource and strategic advisor to clients.

Areas of Expertise

◆ Technical Sales	◆ Product Knowledge	◆ Product Integration
◆ Solution Selling	◆ Customer Needs Analysis	◆ Project Management
◆ Proposal Development	◆ Technical Consultation	◆ Negotiation Skills
◆ Pre-Sales Support	◆ Engineering Solutions	◆ Market Research

Professional Experience

Differential, Remote

11/2022 – Present

Senior Technical Account Manager (07/2024 - Present)

Moved to a deeper focus on Sales Engineering and ongoing customer success.

- Launched a customer onboarding and annual gifting program, as well as prospect gifts for sales.
- Maintained a 100+ NRR.

Technical Account Manager (11/2022 - 06/2024)

Deliver white-glove account management for enterprise-level, non-profit clients. Manage full onboarding and development process for new client mobile applications, OTT applications, and websites. Assist clients in devising new digital strategies to enhance reach and engagement. Provide integration support to connect clients' content and people management sources to their applications. Offer demos and technical resourcing to account executives to secure new business.

- Contributed to scaling business from 500K ARR to 1.3M ARR.
- Transformed stalled onboarding process, reducing billing holds from over 30% to streamlined system, ensuring rapid customer billing.

Sardius Media, Remote

07/2021 – 06/2022

First Account Executive

Operated as sole sales contributor at a small startup. Conducted cost and market analysis to develop a new pricing structure. Oversaw the complete sales cycle, from lead generation to closure. Sold to corporate, SLED, and non-profit markets.

- Doubled company's Annual Recurring Revenue (ARR) by implementing strategic sales initiatives and fostering key client relationships.
- Mastered intricacies of a complex product suite to confidently address client requirements and drive sales success.

Pushpay (Formerly Resi), Westminster, CO
Team Lead - Sales Engineering (04/2021 - 07/2021)

08/2019 – 07/2021

Managed pre-sales solution engineering and partnership strategies. Trained enterprise sales teams on new products and features. Served as liaison between sales and product development. Led team of solution engineers.

- Drove significant revenue growth, directly contributing to \$150M acquisition by Pushpay.
- Closed record-breaking deal worth \$450K, setting new benchmark for company sales.

Solutions Architect (08/2020 - 04/2021)

Managed strategic sales lifecycle from lead to close. Served as final technical escalation point for the enterprise sales team. Oversaw and optimized relationships with resellers. Reorganized and prioritized reseller structure.

- Accessed two new vertical markets (corporate and medical) with successful closed deals.
- Exceeded average deal value by 10x, demonstrating exceptional sales performance.

Customer Success Manager (02/2020 - 08/2020)

Cultivated first-name relationships with high-profile clients. Led company in upselling to current clients. Managed all international market customers. Advised customers on leveraging live-streaming technology and unique use cases within our ecosystem.

- Managed over 3M in annual recurring revenue (ARR).
- Oversaw a portfolio of 100 customers.

Customer Support Technician (08/2019 – 02/2020)

Managed escalated phone support issues for live video streaming platform. Enhanced support and success processes by implementing Zapier integrations in a fast-growing company.

- Led company in upsells, surpassing targets by 5x before launch of customer success team.

SingleDigits (Formerly Airwave Networks), Lynchburg, VA
Onsite Representative

07/2016 – 03/2017

Conducted network infrastructure surveys and participated in new network installations at client sites. Managed incoming support requests through phone, email, and SMS.

- Managed onsite support and account management for a portfolio comprising 10+ student housing sites and 20+ hotels in Northeastern Virginia area.

Education

Bachelor of Science in Global Studies (Minor: Information Systems)
Liberty University, Lynchburg, VA