



TRICIA RADCLIFFE

SOLUTIONS ARCHITECT

Laguna Niguel, CA

E: trish@iamtrish.com // www.iamtrish.com

STATEMENT

Motivated, results driven information technology professional. Presales Architect with a background of over two decades in development, operations, sales engineering and support. Effectively drives conversation across a diverse audience from engineers to C-Level teams understanding business needs and creating technology solutions. Seeks out new challenges and opportunities to advance knowledge and learning.

EXPERIENCE

May 2024-Current

SPLUNK

Senior Pre-Sales Observability Solutions Architect

Partner with customers on their central initiatives, create observability maturity plans and designing future state architecture. Helping customers maximize value from Splunk's observability platform.

- + Collaborated with customers on central initiatives, to effectively communicate value proposition and business outcomes
- + Custom demonstrations, POVs, Observability best practices.

Sept 2022-Apr 2024

NEW RELIC

Senior Pre-Sales Solutions Architect

Trusted advisor to global and strategic enterprise customers helping customers maximize value from New Relic observability platform. Forge partnership with customers on their central initiatives, create observability solution plans, and designing future state architecture.

- + Working closely with New Relic cross-functional teams to ensure that the product roadmap is refined to meet customer needs.
- + SME working with developers for APM and OpenTelemetry adoption and DevOps for automating instrumentation.
- + Develop Sales Playbooks

Aug 2021-Aug 2022

DATAROBOT

Customer Facing Data Scientist

Pre-Sales Data Scientist at Series G Startup in emerging market of AI/ML. Presenting value based solutions through POVs, and enabling customers in data science best practices (problem framing, data preparation, model building, model deployment, model management, and output consumption).

- + Generate sales pipeline through creation and delivery of Webinars
- + Acquired data science skill set by Udemy and DataCamp courses
- + Expanding Python knowledge through use of libraries: NumPy, Pandas, SciKit-Learn, and Matplotlib

Jan 2021-Aug 2021

SNOWFLAKE

Senior Sales Engineer

Sales engineer for Greenfield SLED team. Responding to RFPs, and developed value based solutions to help customers leverage Snowflake Data Cloud.

- + Guided customers in digital transformation and cloud adoption, understanding where Snowflake integrates with holistic architecture and strategy.

EDUCATION

BS Computer Science

Florida International University

CERTIFICATES

- + Splunk Core Certified Advanced Power User
- + Splunk Enterprised Certified Admin
- + Splunk O11y Cloud Certified Metrics User

EXTRAS

- + Women Who Code (2016-2021) Director, previously DevOps Lead
- + Docker Captain (2017-2021)

SKILLS

- + Technical Conversations/Discovery
- + Public Speaking & Presenting
- + Data Driven Value & Solution Selling
- + Develop Enablement Programs
- + People Skills & Communication

ACCOLADES

Splunk

- + 2025 Q6 Eddie Aikau Award

New Relic

- + 2020 RELI Award for Top Strategic Deal

AppDynamics

- + Moved to Sales Leadership
- + Promoted 2x in < 3yrs

Dell

- + Presidents Club 2016
- + 2 x Above and Beyond Awards in 2015



TRICIA RADCLIFFE

SOLUTIONS ARCHITECT

Laguna Niguel, CA

E: trish@iamtrish.com // www.iamtrish.com

EXPERIENCE (CONT'D)

Aug 2019-Jan 2021

NEW RELIC

Pre-Sales Solutions Architect

Technical leader acting as trusted advisor to strategic enterprise customers.

- + Articulated roadmap, solution, and to-be architecture.
- + Collaborated with customers on central initiatives, to effectively communicate New Relic's value proposition and business outcomes
- + Manage competitive enablement materials and solutions.

2016-2019

APPDYNAMICS

Solutions Architect

Pre-Sales Solutions architect responsible for strategic opportunities.

- + Leveraged deep technical knowledge and ability to navigate complicated environments to lead technical conversations
- + Implemented educational programs and enablement materials for sales and sales engineers
- + Worked closely with Development, Enablement, Product Management and Marketing teams.

Senior Sales Engineer

Senior SE in Pacific Northwest developed new customers and expanded in existing accounts. Trusted advisor to customer.

- + Presented value solutions, custom demonstrations, POVs, Observability best practices.
- + Trained & mentored Sales Engineers
- + Domain expert in DevOps, Containers and Microservices

2003-2016

QUEST SOFTWARE

Federal Software Sales Engineer, Data Protection

Data Protection Sales Engineer for Federal Accounts. Held Top Secret (TS) Clearance. Responsible for presenting solutions, delivering demos, POCs, back and recovery best practices, and RFPs.

- + Focused on creating a total backup strategy to meet customers' recovery point and recovery time objectives (RPO/RTO) while reducing backup windows and total cost of ownership.
- + Architected solutions to protected customers' technology and application stack such as VMware, Hyper V, NAS/SAN, Windows, Linux, Unix, SQLSRV, Oracle and SIPR/NIPR Net

Federal Technical Account Manager, Performance Monitoring

Helped onboard customers, provided technical enablement and drove customer adoption.

Technical Support Specialist, Performance Monitoring

Team Leader for Application Monitoring. Promoted from Support Engineer and Team Lead for Infrastructure Monitoring

CONTRIBUTIONS

- + Culture @ AppDynamics
<https://bit.ly/2VeAaOh>
- + DevOps Study Night Presentations
<https://bit.ly/2V35BGb>
- + PuppetConf 2017: Whats In the Box?!
Leveraging Puppet Enterprise & Docker
<https://bit.ly/2VScbnK>

COMMUNITY

- + LinkedIn ([tricia-radcliffe](https://www.linkedin.com/in/tricia-radcliffe))
- + Twitter ([@tchungo2](https://twitter.com/@tchungo2))
- + GitHub ([tradcliffe](https://github.com/tradcliffe))

HOBBIES

- + Rock Climbing
- + Gardening
- + Cooking & Baking
- + Cycling