

# BRANDON GOMEZ

Irvine, California

714.244.5744 | brandon@gomezland.com | [LinkedIn](#)

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## Conversational AI Solutions Engineer

Technology Evangelist | Revenue Generator | Storyteller | Collaborator | Documentation Guru

Accomplished Conversational AI Solutions Engineer with over 15 years experience. Excels at delivering solutions for businesses through presentations, demonstrations, and technical workshops. Proven track record of being a team player helping Sales drive revenue quarter over quarter. Skilled in developing technical documentation and thinking outside the box. Can adapt easily to any situation and collaborate effectively to assist Sales.

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### PROFESSIONAL EXPERIENCE

**LivePerson** **2021 – Present**  
**Senior Sales Engineer**

- Leading technical conversations with prospective clients and delivering business and technical value propositions
- Using storytelling methodology to lead potential clients through their customer journey
- Building and delivering voice analytics enablement content to LATAM and EMEA teams leading to a 35% increase in closed opportunities
- Collaborating with Account Executives to drive sales to the finish line as a trusted advisor delivering technical workshops and discovery

**Vonage Business** **2019 – 2021**  
**Solutions Engineer II**

- Recognized as contact center specialist with a focus on CRM integrations involving CTI direct into Salesforce and Microsoft Dynamics
- Developed and delivered presentations to articulate technical and business value concepts relevant to each specific account environment
- Accelerated Channel Partner enablement which resulted in a 10% increase in partner engagements
- Led weekly team meetings and established internal channels with daily technical updates for the sales organization

**Star2Star** **2014 – 2019**  
**Senior Sales Engineer / Director, Professional Services**

- Trained new partners and resellers during traveling road shows across the US as the technical representative to ensure a great customer experience
- Collaborated with Customer Success to build Statements of Work (SoW) and other technical documents
- Developed and directed the Professional Services department leading to a 25% increase in unclaimed revenue
- Supervised a team of Sales Engineers and Developers who focused on delivering customized SaaS solutions within multiple verticals

*16 years of additional experience as a Sales Engineer, Founder, and Project Manager available upon request*

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### EDUCATION

**Woodbury University | Burbank, CA** **1990 – 1991**  
**Architecture Major**

**Mater Dei High School | Santa Ana, CA** **1990**

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### TECHNICAL PROFICIENCIES

ChatGPT AI | Bots | HTML/CSS | Python | GCP/AWS | Voice Analytics | Linux | UCaaS, CCaaS, SaaS