

ADAM SALAND

SENIOR SOLUTIONS ENGINEER

Charleston, SC | 551-206-0286 | a.jpagnano@gmail.com | www.linkedin.com/in/jpagnano

PROFILE

Results-driven professional with extensive experience in enterprise software delivery and client-facing technical solutions. Adept at translating complex business requirements into workflow-aligned architectures, leading proof-of-concept initiatives, and delivering tailored product demonstrations for enterprise clients. Proficient in creating sales enablement assets, reference integrations, and onboarding frameworks that drive rapid adoption. Remarkable efficiency in collaborating with sales, product, engineering, and customer success teams aimed at defining technical strategy and ensuring deployment of mission-critical solutions.

AREAS OF EXPERTISE

- Enterprise Solution Design
- Technical Sales Enablement
- Cross-Functional Collaboration
- Solution Implementation Strategy
- Workflow Integration Architecture
- Customer-Facing Technical Delivery
- Technical Documentation Authoring
- Mission-Critical Deployment Support
- Scalable Software Architecture
- Browser-Based UI Development
- Architecture Guidance & Planning
- Platform Performance Optimization

PROFESSIONAL EXPERIENCE

Here (Formerly OpenFin), New York, NY Software Engineer (Jan 2025 to Jan 2026)

Jan 2019 – Jan 2026

Delivered browser-based UI functionalities within deadlines by contributing to estimations and sprint execution. Directed end-to-end delivery of two feature epics, overseeing product-to-engineering transition, architecture requirement documentation (ARD), planning, and effort estimation. Engineered full-stack “new content” functionality by developing Next.js UI components, including buttons, dropdowns, and form routing, alongside backend API endpoints, data validation schemas, and ORM integrations.

Key Contributions:

- Enhanced platform scalability and application performance through execution of targeted optimization initiatives.
- Minimized codebase footprint by refactoring notifications search functionality and replacing heavy library with a streamlined custom search utility class.
- Ensured alignment with engineering objectives and informed system design decisions by producing comprehensive architecture documentation.

Software Solutions Engineer (Jan 2021 to Jan 2025)

Led solutions engineering for sales and customer success teams to design enterprise client integrations optimized for workflow alignment. Executed proof-of-concept engagements for global capital markets clients to deliver tailored demos and MVP capabilities to maximize product value adoption. Collaborated with executive leadership, including CTO, COO, and VP of Sales, to define technical strategy and drive adoption initiatives with key stakeholders, such as Wells Fargo. Operated as sole Lead US Solutions Engineer with focus on supporting sales regions across the UK, France, Canada, Asia, and other global markets while reporting to Head of Solutions Engineering. Directed organization's first U.S. government engagement by translating sales and customer requirements into deployed proof of concept for DHS systems, leading front-end and back-end development while coordinating with engineering teams on feature implementation and adoption.

Key Contributions:

- Delivered \$1M in US revenue by contributing to pre-sales, upsell, and post-sales engineering efforts.
- Generated over \$500K in new business across Singapore and the UK by driving global solutions engineering initiatives.
- Enhanced enterprise onboarding and customer satisfaction by creating sales enablement tools and reference integrations.
- Secured a \$400K contract by partnering with In-Q-Tel and DHS stakeholders, becoming the first engineer in the department to obtain BI access and PIV card credentials while delivering proof-of-concept solutions and training programs.
- Enabled efficient developer integration by managing onboarding resources, authoring the container-starter, and co-authoring workspace-starter repository on GitHub.

Support Engineer (Jan 2019 to Jan 2021)

Designed and implemented custom dashboard leveraging the ticketing system to track customer contract sizes and ticket volumes for senior stakeholders. Delivered global 24/7 production support for enterprise deployments to resolve complex technical issues as subject-matter expert. Provided architectural guidance and hands-on development support to enable rapid solutions in mission-critical environments while strengthening relationships with customer technical teams.

Key Contributions:

- Standardized technical documentation and processes by authoring 10–20 comprehensive knowledge base guides.
- Accelerated product adoption and improved customer proficiency by creating 50–100 targeted customer enablement examples.
- Enhanced troubleshooting efficiency and communication clarity by optimizing internal and customer-facing knowledge bases.

EDUCATION

