

Oscar Duarte

Sales Engineer

United States | [LinkedIn](#) | [Website](#)

Sales engineering leader with 10+ years in customer-facing technology and 6+ years of presales experience, driving enterprise evaluations and closing deals with Fortune 500 companies.

EXPERIENCE

Associate Product Manager to Product Manager TicketManager Established TicketManager's first formal Sales Engineering function and manage two direct reports. Lead discovery, demos and POCs for enterprise customers; design solutions translating contractual requirements into delivery scope and acceptance criteria. Built AI agents for intake, Legal, RFP and security support, and established playbooks that accelerated integrations by ~20%. Created a production ticket-sourcing agent reducing response prep time from 15 minutes to 2 minutes for a team supporting a \$40M business.	Oct 2018 — Oct 2024 <i>Los Angeles, CA</i>
Customer Support Specialist TicketManager Built PDF-ticket operations from scratch, creating processes and tooling that enabled a global customer operations team to scale.	Jan 2017 — Sep 2018 <i>Calabasas, California</i>
Technical Support Advocate Hulu Provided technical support for Hulu streaming platform. Mentored new support hires and participated in candidate interviews across support roles.	Oct 2014 — Jan 2017 <i>Los Angeles Metropolitan Area</i>

EDUCATION

DeVry University <i>Associate of Science - AS in Electronics and Computer Technology</i> Dean's List	Jan 2013 — Jan 2014
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SKILLS

Customer Service · Android · iOS · Management · Microsoft Excel · Social Networking · JavaScript · Leadership · Linux · Microsoft Office · Windows XP · Windows 7 · Mac OS · Electrical Engineering · Computer Science · Mentoring · Microsoft Word · Public Speaking · Computer Hardware Troubleshooting · Escalation Resolution · Escalations Management · Verbal De-escalation · Product Management · Problem Solving · Project Management · Information Security · Business-to-Business (B2B) · Business Intelligence (BI) · SQL · Salesforce · Lightning · MuleSoft · REST APIs · Webhooks · SFTP · ETL · Tableau · SSO · Python · Git · GitHub · AI evaluation · Agentforce · Sales Engineering · RFP management · API design · Technical support · Spanish
