

# MICHAEL T. STAFIEJ

MikeStafiej@gmail.com | 724-516-1843 | 525 Cresthaven dr. Pittsburgh, PA 15239 | MichaelStafiej.com

---

---

## TECHNICAL SALES ENGINEER

**Solutions Architect and Design | SaaS | Business Process Management | Engineering Liaison**

A dedicated and enthusiastic professional with 4+ years of technical presales experience and 9+ years of information technology experience. Currently responsible for managing sales engineering resources to eliminate technical customer barriers, encourage product adoption, and increase revenue by working closely with the sales team and target accounts. Articulate and innovative, with a demonstrated capability to solve complex problems, communicate technical products to a non-technical audience, and create new opportunities during the sales cycle.

### Core competencies include:

Solution Development • Strategic Planning & Execution • Technical Presentations • RFP Management • Product Expert • Customer Relationship Management • Project Management • Leadership and Team Building

---

---

## PROFESSIONAL EXPERIENCE

**Panopto, Inc.** • Pittsburgh, PA

### Lead Application and Sales Engineer

**(January 2013 – Current)**

- Supervise and mentor the Application and Sales Engineering teams.
- Act as an exclusive technical resource for a customer during pre-sales evaluations and discussions.
- Create, manage, and implement strategic actions for sales engineers, learning consultants, and sales representatives in order to close high profile enterprise accounts.
- Eliminate technical barriers to ensure success and adoption for all high profile customers and partners.
- International onsite and remote technical training for partners and customers.
- On-site/remote training and demonstrations for both technical and non-technical customers.
- Plan, execute, and manage projects for internal stakeholders and customers.
- Responsible for determining and eliciting the needs of internal stakeholders and implementing those needs as project goals and deliverables.
- Work directly with sales, marketing, business development, and development to ensure projects and tasks are completed accurately and efficiently.
- Responsible for aligning the needs of the company with the capabilities of the Application and Sales Engineering teams.
- On-site/remote training and demonstrations for both technical and non-technical customers.
- Creating and maintaining technical documentation for internal staff, partners, and customers.
- Product and process training for all new employees company wide.
- Create and manage the company support website, partners' portal, and internal knowledge bases.

### Sales Engineer

**(October 2011 – January 2013)**

- Technical resource for potential customers and sales representatives.
- Technical representative for onsite meetings and trade shows.
- Responsible for engineering deployments and addressing all technical concerns.
- Project manager for internal and sales related projects.
- Product expert for all Panopto software, software utilized by Panopto, hardware used with Panopto, and products that Panopto integrates with.
- Remote and on-site product training.
- Presentations and product demonstrations for technical and non-technical audiences.
- Strong working knowledge of video streaming technologies (CDNs, encoders, video files, etc.).

**Application Engineer****(March 2010 – September 2011)**

- Tier III software support for Panopto software (client and server applications).
- Provide quality customer service for all Panopto customers.
- In depth testing of Panopto software.
- Responsible for filing, tracking and documenting software bugs.
- Creation, administration, configuration and maintenance of the support website.
- Creation and maintenance of product documentation.
- Support for software prerequisites such as .Net 3.5/.Net 4.0, SQL Management Studio, IIS 7.0, WMS, SQL Server 2008 Express, Expression Encoder, and Silverlight.

**Google, Inc. / Astrya Partners · Pittsburgh, PA****Technical Support Administrator****(January 2010 – March 2010)**

- Responsible for maintaining and installing video conferencing equipment.
- Troubleshooting hardware and software problems on desktops and laptops.
- Providing technical support for Mac OS X, Windows XP, Windows 7, and Linux.
- Use of a Remedy ticketing system to submit, track and record user issues.

**Phillips Respironics / Oxford Solutions · Murrysville, Pa****Software Support Specialist****(July 2009 – November 2009)**

- Providing phone and remote support for various Respironics software products.
- Responsible for documenting and escalating post-release issues for customers.
- Support for SQL Express and SQL 2008 databases.
- Contributing member of the Encore support team.
- Daily customer interaction and providing quality customer service.
- SAP usage for call tracking and product management.
- Support for Respironics BiPAP and CPAP machines, modems, card readers and drivers.

**Mine Safety Appliances · Cranberry, Pa****Level II Technician Internship****(summer 2008 and 2009)**

- Desktop software support (Windows 98, 2000, ME, XP, Vista and OSX) and imaging.
- Desktop hardware support – computer setup, repairs and upgrades.
- Support for IBM Lotus Notes and databases.
- Support for Symantec Antivirus and Symantec Endpoint Protection.
- SAP software and printer support.
- Blackberry support including hardware and software support for AT&T and Verizon phones.

**TECHNICAL SKILLS AND PROFICIENCIES****Operating Systems:** Windows XP/Vista/7/8, MS Server 2003/2008 R2, and Mac OS X 10.5 – 10.8**Languages/Skills:** COBOL, C, C++, Java, SQL, Visual Basic, HTML, and PHP**Applications:** IIS, WMS, SQL Management Studio, VMware, Fiddler, Expression Encoder, Silverlight, MS Office, Adobe Photoshop, Joomla, and Drupal.**Compliances:** SCORM, SAML, Section 508, Department of Defense CoN, and W3C.**EDUCATION**

Master of Science

**I.T. Project Management***Summa Cum Laude – 3.97 QPA*

Robert Morris University, Moon Township, PA

Bachelor of Science

**Information Technology Management***Magna Cum Laude – 3.72 QPA*

Point Park University, Pittsburgh, PA

Associate of Science

**Computer Science**

Edinboro University,

Edinboro, PA