

ERIC HARRIS

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Portfolio: ericharrisportfolio.com

SOLUTIONS ENGINEER | OBSERVABILITY | OPENTELEMETRY | AWS | TECHNICAL DISCOVERY

PROFESSIONAL SUMMARY

Customer-facing sales leader and technical storyteller with 25+ years of experience in consultative discovery, sales leadership, enablement, training, business analysis, coaching, and business-outcome selling. Combines mature customer judgment with focused technical preparation across OpenTelemetry, AWS, observability, distributed systems concepts, topology/root-cause thinking, AI-assisted troubleshooting, and workflow visibility. Strongest fit: discovery-led Solutions Engineering - uncovering customer pain, mapping technical requirements, supporting demos/POCs, and translating operational clarity into measurable customer outcomes.

TARGET VALUE FOR OBSERVABILITY SOLUTIONS ENGINEERING

- Lead discovery around service health, application performance, operational visibility, tool sprawl, alert fatigue, incident context, dependencies, root cause, MTTR, and customer experience.
- Translate observability platform value into customer outcomes: faster investigation, reduced operational drag, clearer signal-to-action paths, better troubleshooting confidence, and improved business impact visibility.
- Support technical selling motions including discovery, demo storytelling, proof-of-concept framing, objection handling, value alignment, customer enablement, and crisp next steps.
- Bridge sales teams, technical buyers, operations stakeholders, and executives through plain-language explanation, technical curiosity, and evidence-based customer storytelling.
- Use AI-assisted research, critique, and implementation workflows responsibly to accelerate learning, prototyping, documentation, and customer-facing technical clarity.

TECHNICAL AND GO-TO-MARKET SKILLS

Observability	OpenTelemetry, metrics/logs/traces, APM concepts, topology/dependency thinking, root-cause framing, dashboards, alerting, incident response, MTTR/SLO framing, telemetry pipelines, operator visibility, value-story mapping
Cloud and Systems	AWS architecture, Linux/Windows systems, FreeBSD home lab, networking fundamentals, APIs, Git, Python fundamentals, SQL fundamentals, Terraform fundamentals, container/Kubernetes concepts, local AI experimentation
Sales Engineering	technical discovery, demo storytelling, POC/POV planning, objection handling, value proposition, competitive positioning, stakeholder mapping, whiteboard explanation, account strategy, executive communication
Enablement and Leadership	sales coaching, team enablement, training delivery, process design, KPI discipline, pipeline inspection, CRM hygiene, contact-center data/reporting, cross-functional coordination

PROFESSIONAL EXPERIENCE

Sales Manager / Customer-Facing Revenue Leader | EchoPark Automotive, San Antonio, TX | Jun 2024-Present (promoted Sales Manager, Feb 2025)

- Lead daily sales execution, customer discovery quality, objection handling, pipeline discipline, and manager-level deal strategy in a high-volume, metric-driven environment.
- Helped drive major performance gains: volume up 20% year over year, PRU improved from approximately \$1,850 to \$2,250, closing improved from 45% to 58%, and store moved into its first profitable year after two years in the red.
- Coach reps on consultative discovery, value framing, customer trust, CRM hygiene, deal inspection, cross-functional handoffs, and clear next steps across customer, finance, and operations.
- Translate ambiguous customer needs, risk tolerance, constraints, and competing priorities into practical options and confident decisions under time pressure.

Automotive Sales, Sales Leadership, and Customer Experience | EchoPark, Mercedes-Benz of Selma, Cavender Cadillac, and related organizations | 2018-2024

- Sold high-consideration and luxury products through needs analysis, product education, competitive comparison, value framing, financing considerations, and relationship management.
- Developed a practical selling style grounded in diagnosis, trust, business impact, and clear next steps rather than generic feature pitching.

Sales Enablement, Training, Business Analysis, and Agency Sales | Allstate Corporate / Allstate Local Agency | 2010-2018

- Advanced from licensed sales into sales coaching, inside sales training, inside/outside sales training, and business-analysis responsibilities supporting contact-center and field sales execution.
- Managed dialer/contact-center system data and built Access database workflows to improve reporting, visibility, and performance tracking.
- Trained inside and outside sales teams on consultative discovery, product positioning, compliance-aware conversations, objection handling, and process execution.
- Transitioned from corporate Allstate after the role moved to Dallas, then worked in a local Allstate agency before returning to automotive sales.

Technical Support and Systems Troubleshooting Foundation | Integrity Online, NuComm / Time Warner Cable Support, and Home Lab | 1997-2008; ongoing lab work

- Provided ISP and broadband technical support covering connectivity, email, customer equipment, account access, and layered troubleshooting for end users.
- Built and maintained Windows, Linux, and FreeBSD home-lab systems, including media servers, storage, GPU-based systems, and local AI/automation experiments.
- Current technical study and portfolio work centers on AWS architecture, OpenTelemetry, observability pipelines, metrics/logs/traces, workflow visibility, and customer-facing technical demos.

SELECTED TECHNICAL PORTFOLIO

StoryTime - Observability-Native Workflow Demo | [Live Demo](#) | [GitHub](#)

- Local-first content-to-audio pipeline designed to demonstrate staged workflows, system state, operator visibility, evidence capture, and workflow trust.
- Modeled workflow stages across ingest, validation, text processing, metadata generation, audio generation, publishing, and evidence capture.
- Applied OpenTelemetry concepts including traces, spans, workflow stages, attributes, run IDs, failure states, retry behavior, system boundaries, and mean-time-to-clarity thinking.

RoundTable - Multi-Model Workflow Console | [Live Demo](#) | [GitHub](#)

- Local-first coordination console for structured AI-assisted workflows, decision logging, critique layers, review cycles, artifact preservation, validation gates, and state recovery.
- Demonstrates systems thinking, human-in-the-loop governance, workflow orchestration, operator-facing process clarity, and repeatable technical storytelling.

ApplyWindow - Native Android Workflow Utility | [Project Page](#) | [GitHub](#) | [Release](#)

- Specified, built, compiled, and installed a native Android app with Room, Jetpack Compose, exact alarms, screenshot extraction, document staging, WebView execution mode, and timestamped submission logs.
- Demonstrates rapid technical-product learning, structured delivery thinking, mobile workflow design, and auditability.

Storyboard - Windows Desktop Pre-Production App | [Project Page](#) | [GitHub](#) | [Release](#)

- Windows desktop application for storyboard keyframes, emotional beat boards, local artifact bundles, 3D references, and video animatic export.
- Demonstrates frontend/product thinking, local workflow design, 3D reference handling, and operator-focused creative tooling.

10-Day Python Sprint | [Portfolio Page](#) | [GitHub](#)

- Public, timestamped Python learning sprint covering core types, control flow, loops, functions, data structures, access evaluation, log analysis, and CLI packaging.
- Demonstrates visible technical ramp, code repetition, structured learning, and willingness to build in public.

Python CLI / Log Analyzer Lab | [Project Page](#) | [Code](#)

- Command-line log analyzer exercise focused on parsing, filtering, summarization, event visibility, and operator-oriented output.
- Reinforces troubleshooting, observability vocabulary, CLI fluency, and data-to-signal thinking.

CERTIFICATIONS AND TECHNICAL TRAINING

Dynatrace Essentials Credential	Dynatrace Issued Jun 2026 Expires Jun 2028
OpenTelemetry Certified Associate (OTCA) Credential	Cloud Native Computing Foundation (CNCF) Issued May 2026 Expires May 2028
AWS Certified Solutions Architect - Associate Credential	Amazon Web Services Issued Dec 2025 Expires Dec 2028
AWS Certified Cloud Practitioner Credential	Amazon Web Services Issued Dec 2025 Expires Dec 2028
Career Essentials in Generative AI by Microsoft and LinkedIn	Microsoft / LinkedIn Issued Jun 2026
Ethics in the Age of Generative AI	LinkedIn Issued Jun 2026
Foundations of Cybersecurity	Google / Coursera Issued Aug 2023
Current Learning	Associate-level observability platform preparation, Python fluency, SQL fundamentals, Terraform Associate preparation, and ongoing cloud/AI/observability product study.

SELECTED CAREER STRENGTHS

Consultative Discovery | Solutions Engineering Readiness | Observability | OpenTelemetry | Technical Storytelling | Executive Presence | Business Outcome Selling | Root-cause Framing | Objection Handling | Demo Framing | Proof-of-Concept Support | Coaching and Enablement | Revenue Operations | Process Improvement | Customer Trust | Cross-Functional Communication | Troubleshooting | Workflow Thinking