

Mark Hopkins

Senior Solutions Engineer – Enterprise Platforms

United States • Remote

U.S. Citizen

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PROFESSIONAL SUMMARY

Senior customer-facing technical leader with extensive experience supporting enterprise customers in complex, multi-stakeholder environments. Proven at collaborating across sales, engineering, operations, and customer teams to design, implement, and support reliable solutions. Known for a hands-on approach and outcome-driven success measured by adoption, reliability, and long-term customer confidence.

PROFESSIONAL EXPERIENCE

International Techne Group, Inc. (ITI)

Senior Application Engineer / Enterprise Solutions Engineer

2011 – Present

- Serve as senior technical owner for enterprise and OEM customer engagements, responsible for solution design, implementation, and sustained operational use.
- Collaborate cross-functionally with sales, engineering, operations, and customer teams to deliver reliable, adopted solutions.
- Lead customer-facing technical discussions, translating complex system behavior into clear, actionable decisions.
- Engage directly with integrations, data flows, and platform behavior to support implementation and issue resolution.
- Remain hands-on with system analysis, troubleshooting, and validation when customers encounter complex technical issues or edge cases.
- Support long, multi-stakeholder enterprise engagement cycles from discovery through deployment and ongoing use.

Boeing (Contract)

Field Application Engineer / Systems Engineer

2007 – 2011

- Embedded within customer engineering teams as a senior technical partner supporting system integration, validation, and operational adoption.
- Led technical discovery and requirements clarification to ensure solutions aligned with real-world use cases and constraints.

- Coordinated cross-functional technical resources to resolve system-level challenges impacting schedules, readiness, and customer confidence.
- Performed hands-on system validation and troubleshooting to support production readiness and ongoing operations.
- Developed internal tools and reporting mechanisms to improve visibility into execution status and issue resolution

Early Career — Systems & Network Engineering

Pre-2007

- Progressed from enterprise Windows deployments into senior systems and network engineering roles.
 - Held technical lead and staff management responsibilities, including mentoring team members, coordinating work across teams, and supporting hiring and performance oversight.
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KEY SKILLS & EXPERTISE

- Enterprise Solutions Engineering
 - Customer-Embedded Engineering
 - Implementation & Adoption
 - Cross-Functional Collaboration
 - Systems Integration
 - Hands-On Troubleshooting
 - Outcome-Driven Execution
 - Executive-Level Communication
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SELECTED ENVIRONMENTS & CONTEXT

- Enterprise and OEM customer environments
- High-reliability and regulated domains
- Distributed systems and integrated platforms
- Long-lifecycle production systems