

# Mark Hopkins

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## Senior Solutions Engineer – Enterprise Platforms

United States • Remote

U.S. Citizen

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### **PROFESSIONAL SUMMARY**

Senior Solutions Engineer with deep experience supporting enterprise customers through discovery, solution design, and implementation. Proven partner to sales teams, trusted by technical and executive stakeholders, and known for outcome-driven success measured by adoption, reliability, and long-term customer confidence.

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### **PROFESSIONAL EXPERIENCE**

#### **International Techne Group, Inc. (ITI)**

##### **Senior Application Engineer / Solutions Engineer**

*2011 – Present*

- Partner with sales and account teams to support enterprise opportunities through technical discovery, solution shaping, and customer engagement.
- Lead customer-facing technical discussions and demonstrations, mapping customer challenges to platform capabilities and measurable outcomes.
- Act as a trusted advisor to customer engineering, operations, and leadership teams throughout evaluation and adoption phases.
- Translate complex workflows, integrations, and system behavior into clear, decision-ready narratives for both technical and non-technical audiences.
- Collaborate cross-functionally with sales, product, and engineering teams to design and implement solutions aligned with customer goals.
- Engage directly with integrations, data flows, and platform behavior to support solution design and issue resolution.
- Support long, multi-stakeholder enterprise sales cycles from early discovery through deployment and sustained use.

**Boeing (Contract)****Application Engineer / Systems Engineer**

2007 – 2011

- Supported technical discovery, system validation, and customer adoption within enterprise engineering teams.
- Coordinated cross-functional technical resources to resolve system-level challenges impacting readiness and adoption.
- Performed hands-on troubleshooting and validation in support of operational use.

**Early Career — Systems Administration & 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**

- Enterprise Solutions Engineering
- Pre-Sales Technical Discovery
- Implementation & Adoption
- Value-Based Solution Mapping
- Systems Integration & Platform Behavior
- Cross-Functional Collaboration
- Executive-Level Communication