JULIAN MERCER

SOLUTIONS CONSULTANT

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PROFESSIONAL SUMMARY

Solutions Consultant with 7+ years partnering with account executives to uncover technical needs, deliver tailored demonstrations, and run proofs of concept for enterprise software buyers. Connects product capabilities to business value and earns trust with technical and executive stakeholders.

PROFESSIONAL EXPERIENCE

Senior Solutions Consultant Mar 2024 - Present
Twilio, San Francisco, CA

- Supported 18 enterprise opportunities and influenced $9.5M in closed-won revenue through discovery, demos, and technical validation.
- Led structured discovery with engineering and product leaders, mapping requirements to a prioritized solution design.
- Built reusable demo environments and talk tracks that cut demo preparation time by roughly 40% for the team.
- Created a quarterly technical enablement series for account executives, increasing the share of deals with discovery documentation to 85%.
- Presented architecture reviews to customer security and compliance teams, clearing technical objections on three regulated accounts.

Solutions Consultant Jun 2022 - Feb 2024

- Delivered tailored demos for communication workflows, contributing to a demo-to-proposal conversion rate of 58%.
- Ran six proofs of concept with defined success criteria, achieving a 67% technical win rate.
- Joined discovery calls on 15 mid-market deals and wrote technical recap notes that account executives reused in proposals.

Solutions Consultant Jun 2020 - May 2022
Zendesk, San Francisco, CA

- Partnered with mid-market and enterprise account executives on 60+ evaluations, supporting 112% of team revenue goals.
- Answered security, integration, and architecture questions in RFPs, shortening average response time from ten days to five.
- Presented value assessments quantifying agent efficiency gains for support leaders, strengthening business cases.
- Built a library of reusable RFP answers on integrations and security that the sales team used across 25 bids.

Sales Engineer Aug 2019 - May 2020
Box, Redwood City, CA

- Delivered live product demonstrations to IT and security buyers across financial services and healthcare accounts.
- Configured sandbox environments and sample integrations for customer trials, achieving smooth setups in most evaluations.

CORE SKILLS

Solution discovery | Product demonstrations | Proof of concept | Technical validation | RFP responses | Value assessment | API fundamentals | Solution architecture | Stakeholder communication | Objection handling | Salesforce CRM | Demo environments | Competitive positioning | Presales enablement

EDUCATION

B.S. in Computer Science, University of California, San Diego, La Jolla, CA

CERTIFICATIONS

AWS Certified Cloud Practitioner | Salesforce Certified Administrator