

DARRYL SARKISIAN

Castro Valley, California 94546 | 925 915 9427 | darrylsarkisian@gmail.com

PROFESSIONAL SUMMARY

Senior Presales Solutions Consultant with more than 10 years of experience in ITSM, workflow automation, and enterprise SaaS. Proven field record: exceeded sales quota by 15% in consecutive quarters at EasyVista, contributed to 25+ RFPs at Ivanti driving a 30% increase in contract awards, and delivered 30+ presales engagements across North America. Combines deep platform expertise, from installing workflow engines to API integrations, with high energy demos that win technical and executive audiences. Anthropic certified in Claude 101, AI Fluency, and Model Context Protocol (Introduction and Advanced Topics), bringing practical LLM, GenAI, and AI integration fluency to solution positioning.

SKILLS

- Product demonstrations
- Discovery and solution selling
- ITSM, ITAM, and BPM platforms
- Competitive positioning
- Technical documentation
- Executive stakeholder engagement
- POC management
- RFP development
- API integration
- AI, LLM, and MCP fluency (Anthropic certified)
- Salesforce pipeline management
- Customer relationship management

EXPERIENCE

EOS IT SOLUTIONS | META

04/2025 – 12/2025

Product Security Services Lead

- Coordinated and delivered 10+ executive demos and training sessions featuring proprietary Meta prototypes, partnering with engineering, product, and security stakeholders to ensure flawless handling of sensitive intellectual property.
- Served as primary field liaison between Meta product teams and campus users, managing the full lifecycle of high security prototype hardware from deployment through recovery.
- Led After Action Reviews across 10 completed projects, presenting findings to stakeholders and driving process improvements adopted in subsequent engagements.

EASYVISTA

08/2022 – 01/2024

Solutions Lead Architect (Presales)

- Led product demonstrations and customer engagements for 30+ North American presales ITSM activities across EV Service Manager, EV Reach (remote support), and EV Observe (network monitoring).
- Exceeded sales quota by 15% in Q1 and Q2 2023 selling ITSM and CRM solutions.
- Managed 5+ POCs end to end with weekly checkpoints and tailored success documentation aligned to each prospect's goals, completing every POC on schedule.
- Prepared strategic sales calls by mapping key stakeholders and deal points, increasing engagement and close rates by 15%.
- Integrated Change Management workflows with third party tools via API to streamline data exchange, and built targeted CMDB integration presentations detailing data sources and population methodology.
- Assessed client requirements to architect tailored solutions, resulting in successful implementations for 10+ prospects.

CLARE COMPUTER SOLUTIONS

01/2021 – 06/2022

Virtual CIO

- Advised clients on IT service strategy, disaster recovery, and business continuity planning; oversaw network operations and reduced client downtime through best practice adoption.

NCSI

12/2017 – 10/2020

Solutions Architect (Remote)

- Installed and configured Ivanti ITSM (.NET) for cloud and on premises customers, including running the workflow engine as a Windows service, and trained 30+ participants in onsite workshops.
- Set up customer staging environments in AWS and transitioned them to production with zero downtime.
- Developed VB and JavaScript automation for data linking and transformations within Ivanti ITSM, and migrated legacy ticketing data using SQL exports.
- Resolved weekly support escalations across on premises and cloud deployments, lifting client satisfaction ratings by 15%.
- Ran daily customer configuration sessions and produced custom video documentation, cutting onboarding time by 20%.

IVANTI (FORMERLY HEAT SOFTWARE) – Milpitas, CA

01/2015 – 11/2017

Sr. Sales Engineer

- Delivered technical presales support for ITSM SaaS across a 13 state Western U.S. territory, supporting 5 Account Managers and clients in healthcare, government, education, and software verticals.
- Contributed technical responses to 25+ RFPs, driving a 30% increase in successful contract awards.
- Built and delivered tailored onsite and virtual demonstrations of ITSM and CRM solutions, leveraging competitive intelligence to win key accounts.
- Identified and documented a Product Portfolio Management (PPM) module gap that was adopted by Product Development; recognized in The Practical Guide to World Class IT Management by Kevin J Smith for the PPM chapter contribution.
- Managed a Salesforce pipeline of 50+ deals, improving average closing time by 15%.
- Presented to audiences of 200+ at 5 industry conferences, generating qualified trade show leads.

TECHEXCEL INC – Lafayette, CA

01/2011 – 12/2014

Sales Engineer and Account Manager

- Developed and delivered 10+ proof of concept engagements and 10 RFP responses for ITSM solutions, driving successful demonstrations across CustomerWise (CRM), ServiceWise (ITSM), and DevSuite (ALM).
- Delivered group presentations that increased follow up inquiries by 30%, and led on premises technical installs including Windows Server, IIS, and SQL Server setup.
- Grew renewals by converting smaller accounts into contracts averaging 25% larger and negotiated maintenance agreements that lifted annual revenue 15%.
- Provided data migration via custom SQL scripts, user and admin training, and comprehensive technical documentation that reduced support inquiries.

TOTAL IMMERSION SOFTWARE – Alameda, CA

01/2008 – 12/2010

Software Engineer

- Developed DARPA war simulation software and a hiking simulation for diagnosing high altitude pulmonary edema in .NET (C# and C++) using agile scrum.

OPENING TECHNOLOGIES – Concord, CA

01/2005 – 12/2007

Applications Engineer / Sales Engineer

- Built and ran custom access control demo environments, trained prospects on administration, designed full wiring layouts in MS Visio, and developed an in house CRM in C#.

BRIDGEPOINT SYSTEMS – Oakland, CA

01/2002 – 12/2004

Applications Engineer

- Installed custom access control systems in U.S. government facilities nationwide and trained government staff on system use.

EDUCATION

California State University, East Bay – Hayward, CA
Bachelor of Science, Computer Science

CERTIFICATIONS

- Anthropic Claude 101 Certification
- Anthropic AI Fluency Certification
- Anthropic Model Context Protocol: Introduction Certification
- Anthropic Model Context Protocol: Advanced Topics Certification
- Ivanti Administrator Certification