

Jared Linden

Sales Engineer · Solutions Consultant

Open to remote or hybrid · Philadelphia / South Jersey

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Solutions engineer with 15+ years in B2B SaaS, including five years leading technical discovery and tailored demos for compliance and operations software sold to environmental services companies. Former Director of Product Management who brings deep product context to solution design and objection handling. At home in long, multi-stakeholder sales cycles spanning business users, executives, regulatory, and legal.

Experience

Independent Consultant Remote Sales Operations & Business Process Consultant June 2024 – Present

- For a national waste-to-energy company, rebuilt the RFP pricing workbook and built an AI agent that feeds it, turning weeks of manual bid assembly into a reviewed import and giving leadership one view of price and margin by line item, with below-target margins flagged for a documented reason.
- Led software rollouts for small and mid-size clients: mapped current workflows, defined requirements, compared vendors, and managed configuration, training, and adoption.
- Designing and building Shorehand, an operations management system for an aquaculture business, shaped by hands-on time working alongside the people who will use it.

PegEx Madison, WI

Solutions Engineer

June 2019 – May 2024

- Supported hundreds of deals per year, typically around \$25K ARR with larger deals up to \$100K, across long, multi-stakeholder sales cycles involving business users, executives, regulatory, and legal.
- Led consultative discovery on regulatory requirements, workflows, and system constraints, then built tailored demo environments mapped to each buyer's use cases and compliance obligations.
- Made buyers' own compliance reporting the centerpiece of the demo, showing their actual state submissions coming out of the platform; for one customer, monthly reporting effort dropped from about a week to about a day after go-live.
- Handled technical objections, validated feasibility, and partnered with sales on qualification and solution validation.
- Supported post-sale implementation and enablement, and built the internal SLAs sales and customers relied on.

Director of Product Management

April 2015 – June 2019

- Helped take two products from 0 to 1: a reverse auction marketplace for environmental services bidding, then the PegEx operations and compliance platform, built to fill a market gap surfaced in customer conversations. The platform grew to serve thousands of customers through a 100+ vendor network.
- Built regulator-ready reporting exports that every customer adopted, extended for clients with unique state requirements.
- Supported sales conversations on solution fit, feasibility, and technical tradeoffs, presenting platform capabilities and limitations credibly in pre-sales.

Alice.com Madison, WI Customer Service Manager / Product Manager

August 2009 – November 2013

- Built the customer service team and its SLAs, supporting onboarding, issue resolution, and retention for consumers and manufacturer partners.
- Took on product management alongside customer service, covering feature definition, backlog prioritization, and delivery.
- Supported early sales by explaining product capabilities, workflows, and implementation to manufacturer partners.

Earlier experience

Infrastructure and Energy Alternatives (IEA) Project Assistant, renewable energy construction

2014 – 2015

Jellyfish.com (acquired) Shipping Coordinator **Microsoft** Group Business Administrator

Skills

Core Sales Engineering, Solution Consulting, Technical Discovery, Demo Design, Objection Handling, Pre-Sales, B2B SaaS, Regulatory & Compliance Software

Tools Salesforce, Jira, Confluence, Slack, Productboard, Google Workspace

Data & building SQL, Python, Excel, Claude Code (front-end builds and code review)

Projects

- Sweatline (sweatline.io): designed, built, and launched a live tournament analytics platform for daily fantasy sports.
- PGA outcome model: Python Monte Carlo simulation of PGA Tour outcomes built on historical results.

Education

B.S., Sustainable Management University of Wisconsin–Stout · Two-time Chancellor's Award for Academic Excellence