

SCOTT BURSIK

Senior Solutions Engineer | Pre-Sales | Observability & Digital Experience

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PROFESSIONAL SUMMARY

Results-driven Senior Solutions Engineer with 25+ years of progressive technical and leadership experience spanning enterprise software, observability, digital experience analytics, network management, and cloud security. Proven track record of translating complex technical capabilities into compelling business value for Fortune 500 clients. Skilled in owning the full pre-sales lifecycle — from strategic discovery and technical qualification to tailored platform demonstrations, proof-of-value execution, and post-sale technical alignment. Consistent top performer with Presidents Club recognition and \$22M+ in direct account sales. Adept at leading high-performing SE teams and partnering cross-functionally to accelerate revenue growth.

CORE COMPETENCIES

Solutions Engineering & Pre-Sales	Platform Demonstrations & PoV Execution	Customer Discovery & Technical Scoping
Platform Demonstrations & PoV Execution	Enterprise Account Strategy	Sales Engineering Team Leadership
Customer Discovery & Technical Scoping	Cross-functional Collaboration	Cloud & Hybrid Network Security

PROFESSIONAL EXPERIENCE

Senior Solutions Engineer | Quantum Metric

January 2025 – Present • Richardson, TX

- Own the full pre-sales technical motion for enterprise prospects — leading discovery, platform demonstrations, and proof-of-value engagements that align Quantum Metric's digital experience analytics platform to measurable business outcomes.
- Deliver tailored product demos to C-suite, product, engineering, and digital teams, translating platform capabilities (session replay, funnel analytics, anomaly detection) into direct revenue impact and CX improvement narratives.
- Partner with Account Executives to develop technical account strategy, manage competitive objections, and accelerate pipeline velocity across mid-market and enterprise accounts.
- Act as the technical voice of the customer internally, feeding product feedback and roadmap insights from prospects to the Quantum Metric product team.

Solutions Engineering Manager | Grafana Labs

November 2023 – August 2024 • Remote

- Led a team of 3 Solutions Engineers responsible for delivering enterprise observability solutions to large-scale clients across the AMER region.
- Oversaw the full SE sales cycle including technical discovery, custom demonstrations, RFP/RFI responses, and proof-of-concept execution for Grafana Cloud and on-prem observability stacks.
- Developed and enforced SE best practices to improve demo quality, discovery rigor, and PoV win rates across the team.
- Collaborated closely with Product, Sales, and Customer Success to drive pipeline growth and expand existing enterprise accounts.

Sales Acceleration Specialist | Zscaler

October 2022 – September 2023 • Dallas, TX

- Drove digital experience optimization for cloud and hybrid workforces by leveraging enterprise monitoring, network management, and Zscaler's Zero Trust Exchange platform.

- Collaborated with cross-functional teams to design and deliver best-in-class technical solutions for complex, large-scale enterprise environments.
- Diagnosed and resolved user experience issues across Zscaler's global security cloud, improving performance and client satisfaction metrics.

Sales Engineering Manager | Cisco (AppDynamics)

September 2021 – October 2022 • Richardson, TX

- Managed a team of 8 Sales Engineers across the West Region, overseeing technical sales for AppDynamics and the Cisco Full-Stack Observability (FSO) platform.
- Developed regional and account-level territory strategy, building strong stakeholder relationships to support long-term revenue growth.
- Recruited, onboarded, and developed top SE talent, raising team performance and technical depth.

Team Lead, GES Sales Engineering – TOLA | AppDynamics

January 2021 – September 2021 • Richardson, TX

- Led a team of 4 Enterprise Account SEs in the Texas, Oklahoma, Louisiana & Arkansas (TOLA) region, driving account planning and proof-of-value execution.
- Partnered with account executives on strategic deal pursuit, ensuring technical win strategies aligned with business value and competitive differentiation.
- Recruited and developed high-performing SE talent to support aggressive regional growth targets.

Senior Sales Engineer | AppDynamics

July 2017 – January 2021 • Dallas/Fort Worth, TX

- Drove application performance and business outcomes across enterprise accounts in the DFW region, connecting APM insights to customer experience and revenue impact.
- Achieved \$22M+ in sales on direct accounts in under 4 years — consistently one of the top-producing SEs in the South Region.
- Awarded Presidents Club in FY-2019 and FY-2020, and named SE of the Year for the South Region in FY-2019.

Senior Solutions Architect | J9 Technologies

May 2016 – July 2017 • Richardson, TX

- Architected ITOM and APM solutions for Fortune 1000 clients, conducting proof-of-concept projects to support sales initiatives.
- Led customer webinars, best-practices sessions, solution demos, and new product feature briefings.

ITOM Solutions Architect – South Central Technical Sales | Hewlett-Packard

February 2015 – May 2016 • Plano, TX

- Specialized in network management solutions for the Central Sales region, leading migrations to new platform releases and designing tailored client solutions.
- Developed internal training materials to keep the technical team current on HPE software releases and product roadmaps.

Senior Systems Engineer | Southwest Airlines

March 2007 – February 2015 • Dallas, TX

- Led development of the enterprise Monitoring Reference Architecture, overseeing 5,000+ monitors and 6,000+ agents across infrastructure platforms.
- Spearheaded a major platform migration from OpenView for UNIX to OpenView for Linux, improving scalability and operational efficiency.
- Partnered with cross-functional technology teams to define monitoring strategy and improve business/technology alignment.

Enterprise Systems Engineer | PepsiCo

June 1999 – March 2007 •

- Managed 100,000+ monitoring agents across enterprise infrastructure using HP OpenView and IBM Tivoli platforms.
- Developed self-service tools for Operations teams, reducing resolution time and baseline system load.

- Led enterprise monitoring migration from IBM Tivoli to HP OpenView.

Avionics Technician (Staff Sergeant) | U.S. Army

June 1986 – September 1998 •

- Supervised a \$6M avionics and electrical repair facility with 20+ technicians, ensuring mission readiness and operational excellence.
- Evaluated and repaired aircraft wiring, communication, navigation, and radar systems across multiple airframe platforms.
- Mentored technicians in advanced avionics and electrical systems repair, improving team capability and knowledge depth.

CERTIFICATIONS & TRAINING

- Data Science – Cisco Green Belt
- Mandel Presentation and Communications Certification
- Cisco Certified Interviewer Specialist
- ITIL v3 Foundation

AWARDS & RECOGNITION

- Presidents Club Recipient – AppDynamics FY-2019 & FY-2020
- SE of the Year, South Region – AppDynamics FY-2019
- \$22M+ in Direct Account Sales – AppDynamics (under 4 years)

EDUCATION

Continuing Professional Education & Technical Training | 1986 – 2011
Thousand Oaks High School