



RYAN NOVAK

PROFILE

Self-motivated, fast learner with high energy to meet daily tasks and established goals in a time-conscious manner. Team player with productive and independent work habits.

Excellent written and verbal communicator; retains product knowledge with strong analytical skills and programming/technical background, combined with sound judgement to protect company interests and recognize growth opportunities.

EXPERIENCE

SONOBI | ORLANDO | DEC 2021 - PRESENT

Head of Sales Engineering

- Manage team of Sales Engineers including overseeing Sales
- Developed and implemented strict processes and workflows to fully support sales and operations with technical integrations.
- Developed solutions to sales challenges and maximized business opportunities.
- Communicated progress of monthly and quarterly initiatives to internal and external sales teams.
- Exceeded sales quotas and increased profitability through effective sales strategy and business planning.
- Help drive organization to continue growth exceeding 50% year over year.
- Act as team leader in group projects, delegating tasks and providing feedback.

BRITEPOOL | ORLANDO | APR 2019 - NOV 2021

Sales Engineer

- Developed work plans for various personnel roles, designing to suit required competencies and technical goals of ongoing efforts.
- Provided technical troubleshooting and problem solving for clients with installed identity tech.
- Managed technical integration, systems engineering program management, customer support and sales onboarding.
- Oversaw detailed product rollout from initiation to development and sustainment.

✉ contact@ryannovak.net

☎ (321) 888-1345

📍 Orlando, FL 32751

SOCIALS

- www.ryannovak.net
- [linkedin.com/ryan-novak-385565a](https://www.linkedin.com/in/ryan-novak-385565a)

SKILLS

- Account Management
- Contact Management Systems
- Adobe Suite
- Data Analysis
- Business Intelligence Analysis
- Interpersonal and Written Communication
- Product Training

EDUCATION

COMPUTER SCIENCE

Full Sail University / Orlando FL
2002-2004

CERTIFICATIONS

- Digital Ad Operations Certification (DAOC)
- Google Ad Manager Certification

SONOBI | ORLANDO | FEB 2014 - APR 2019

Director of Technical Operations

- Delivered guidance to outside clients and publishers to complete deliverables within timelines and increase revenue.
- Used various quantitative and qualitative techniques to help design and perform analytical assessments.
- Updated and published standard operating procedures (SOPs) using stakeholder, customer and employee input and feedback resulting in clearer and more useful instruction for users.
- Coordinated analytical and evaluative techniques to identify, consider and resolve technical issues.