

# Patrick Jamet

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## Senior Solutions Engineer - Software Engineer

### PROFESSIONAL SUMMARY

**Senior Solutions Engineer, Software Engineer, and Scrum Master** with over **10 years** of cumulated **experience** in **PAAS** and **SAAS** and a track record of driving organisations towards innovative solutions and building advanced systems. With expertise in Agile methodology and programming languages like *C++, Java, and JavaScript*, I have *led, coached, and mentored* my team members into better practice and increased efficiency. In addition to my technical skills, my passion for technology and my experiences as a solutions engineer have honed my ability to effectively *communicate, connect, and share knowledge* with diverse audiences.

### AREAS OF EXPERTISE

Technical Sales  
Product Demonstration  
MySQL  
Scrum Master

Project Management  
RFP  
PHP  
API

POC  
Agile  
C++  
English

Data Analysis  
POV  
NodeJS  
French

### CAREER HIGHLIGHTS

**Technical Product Expert:** Over 10 years of experience in building and selling technical products

**Solutions Engineer:** 5+ years of experience as an SE and my technical expertise get the technical win needed to close deals

**Software Engineer:** Trained and experienced developer, I understand the ins and out of products and infrastructure

**Certified SCRUM Master:** Trained in different agile methodology and CI/CD pipeline

### PROFESSIONAL EXPERIENCES

#### Staff Solutions Engineer Jun 22 – May 23

Plusgrade, Singapore

Leading Plusgrade's solutions engineering, my work focused on both **presales** and **post-sales** activities.

- **Set up** and **organise** the SE's **processes** in coordination with the sales team.
- **Wrote the SE guidelines** and documentation, as well as **trained** and **coached** new team members.
- As the **technical expert**, answered and solved the prospects' and customers' technical questions and worries. Making sure to detect ahead of time all the possible roadblocks and challenges each project would have. Thus, streamlining the delivery team processes and allowed them to entirely focus on delivering properly tailored solutions for each customer.
- Worked closely with the CSM team, **built and generated custom reports and analytics** from the **MySQL** database in order to detect any anomalies and tailor the product to each customer's specific needs. Provided technical expertise and support to the CSM team and helped get the technical wins needed to expand product usage for existing customers.

#### Senior Solutions Engineer Mar 19 – Jun 22

SightCall, Singapore

My work primarily focused on technical **presales activities** through the sales cycle and extended to **customer success** and customer support activities.

- Overachieved sales targets, and helped grow the company from **40 to 130+ in 2 years**.
- **Closed 1.5 million USD** worth of recurring revenue over 3 years.
- Built **technical value propositions** based on industry knowledge and understanding of the prospects' current systems and infrastructures.
- Getting the **technical win** by validating the value proposition with the prospects through **workshops, trials, technical training**, and continuous technical expertise provided during the whole sales cycle.

**(Senior Solutions Engineer at SightCall)**

- **Technical expert** working on integration (**API**, mobile, and web **SDK**), partner's integration and configuration (ex: **Salesforce**, **SAP**, etc.), answering **RFPs** and **security** questionnaires.
- Worked mainly with the **Insurance**, **Customer Support** and **Field Service** industries, and also worked with Medical and Bio-Medical equipment, Telecom, Automotive, Banking and Real Estate.

**Lead Software Architect** Jan 16 – Mar 19

Temasys, Singapore

Scrum Master and Software Architect, lead the Scrum process, defined the rules for internal server communication, and built back-end media servers.

- Built and implemented **Temasys' Skylink TURN servers and Skylink C++ SDK**. And was part of the team building Temasys Media Relay servers.
- With experience in several different internal projects, I became the **lead architect** for internal **cloud-based server** communication.
- Implemented the **SCRUM** agile methodology in my C++ team and took on both roles of Developer and **Scrum Master**. The initiative **doubled** the team's **efficiency** and **increased the visibility** of the project's status to the Management team.
- As part of the **Agile** effort, worked closely with the Product Manager and the Management team to **improve** overall **engineering processes**.

**Technical Sales Engineer** Oct 14 – Jan 16

Temasys, Singapore

My role started as a Technical Pre-sale and extended post-sales and customer support and success.

- My principal activity was to **understand** the prospect **products**, **business** needs and objectives to **present and demonstrate** how Temasys' WebRTC stack can **improve** their solutions and **create** new **market opportunities**. Designing and implementing **proofs of concept** using API and JS libraries was an important part of this process.
- **Gathered and organised customer requirements** for the technical team as the **customer's key technical point of contact**.
- **Lead the post-sale support** team effort across all Temasys' **SDKs** (iOS, Android, and web). Configured and managed the customer support platform.

**Research Developer** Mar 13 – Dec 13

Internship: Thales Aerospace Asia, Singapore

**Conceived and implemented a computer vision** algorithm to construe the crowd's behaviour in CCTV camera footage in order to prevent tragic panic events during mass gatherings.

- Introduced and taught **Nvidia CUDA** parallel programming to the research team.
- Built state-of-the art **documentation** about **Particle Video Algorithm**.
- Conceived and implemented a **C++** computer vision algorithm using Nvidia CUDA, combining optical flow and tracking to construe crowd movement and behaviour in CCTV camera footage.
- **Published and presented** the result of my work in an article at the 2014 International Conference on Pattern Recognition Applications and Methods.

## ACHIEVEMENTS

**Scrum Master**  
Certified  
Scrum Alliance  
2017

**1<sup>st</sup> Place** International  
Hackathon  
Good Atlas – [BNP](#)  
[Parisbas 2017](#)

Published and presented  
a **Scientific Paper** at an  
international conference  
[ICPRAM 2014](#)

**1 Dan Certified** – Weiqi  
Singapore Weiqi  
Association 2015

**Master's Degree** in Computer  
Science, *University Paris 5*,  
*Ranked 1<sup>st</sup>, 2013*

## EDUCATION

## REFERENCES

👤 *Patrick's skills as an IT professional are instantly obvious. Less obvious, but just as important, are his abilities as a salesperson, as a communicator, and as a team player. My consistent observation of Patrick has been that he is calm, positive, and professional, and that he has strong natural abilities in explaining complicated technical matters in simple terms.*

*David HOLLOWAY*  
VP Commercial, Temasys Communications

👤 *Patrick is with no doubt one of the best engineers I've had the chance to work with. He is a talented and hard-working engineer, as well as a friendly co-worker. While working with him for 4+ years, I was especially impressed by his technical abilities in software design, as well as his ability to balance technical imperatives with sales priorities, always keeping customer satisfaction in mind.*

*Jacques-Olivier Haché*  
Senior Software Engineer, Meta