

SCOTT BURSİK

Senior Solutions Engineer — Observability, Data Platforms & Applied AI

Richardson, TX (open to remote) | 214-770-9619 | scott.bursik@gmail.com | linkedin.com/in/scott-bursik | scottbursik.com

SUMMARY

Senior Solutions Engineer with 25+ years across enterprise observability, monitoring, and data platforms, now building the AI tooling that gives agentic systems real business context. At Quantum Metric, builds internal automation for data-collection and PII-masking configuration, and authors the Skills and directives that let an agentic AI product reason correctly about each Fortune 50 and 100 client's environment. Previously sold and architected observability platforms at Grafana Labs, Zscaler, Cisco, and AppDynamics, including **\$22M+ in direct account sales in under four years** and back-to-back President's Club honors. Built and led sales engineering teams of 3–8.

CORE STRENGTHS

Solutions Engineering: Discovery and qualification, technical win strategy, POC / proof-of-value execution, custom demo development, RFP/RFI response, executive briefings, competitive displacement, customer and field enablement, SE hiring and team building

Observability & Data: Full-stack observability, APM, digital experience monitoring, metrics / logs / traces, telemetry architecture, enterprise monitoring at 100K+ agent scale

Platforms: Quantum Metric, Grafana, AppDynamics, Cisco Full-Stack Observability, Zscaler Digital Experience, HP OpenView / ITOM, IBM Tivoli

AI & Automation: Agentic AI enablement, AI Skill and directive authoring, context and prompt engineering, AI-assisted development in **Python and JavaScript** (Claude Code in VS Code), automated PII detection and masking. Hands-on with **Claude Code, Hermes Agent, Gemini, and open-source models**

Data Governance: PII discovery, masking, and blocking rules; data-collection policy configuration; privacy controls for web and mobile telemetry

Training & Certifications: Data Science @Cisco (Green Belt) • Mandel Presentation & Communications • Cisco Certified Interviewer • ITIL v3

PROFESSIONAL EXPERIENCE

QUANTUM METRIC — *Senior Solutions Engineer*

January 2025 – Present | Richardson, TX

- Built internal tooling with **Claude Code** that automatically detects and configures Quantum Metric data collection and **PII masking and blocking rules**, replacing a manual, error-prone step in every implementation. Adopted by Solutions Engineers and Customer Success Engineers in the field.
- Authored **Skills and directives for Felix**, Quantum Metric's agentic AI product, encoding customer-specific business rules and processes so the agent interprets each client's web and mobile environments with real business context instead of generic defaults.
- Senior Solutions Engineer to **Fortune 50 and Fortune 100 accounts** across **Financial Services, Hospitality, and Travel**, owning technical strategy through pre-sales, post-sales expansion, and renewal.
- Served as the technical anchor for a newly formed territory team, onboarding two new account executives and establishing the discovery, demo, and proof-of-value motion they ran on.

GRAFANA LABS — *Solutions Engineering Manager*

November 2023 – August 2024 | Remote

- Led a team of three solutions engineers delivering tailored observability solutions — metrics, logs, and traces — to enterprise clients.

- Owned the sales engineering motion end to end, from discovery through customer-specific demonstrations and technical validation, ensuring every proposed architecture mapped to real client requirements.

ZSCALER — *Sales Acceleration Specialist*

October 2022 – September 2023 | Dallas, TX

- Optimized digital experience for cloud and hybrid workforces, applying enterprise monitoring and network management expertise to diagnose end-user performance across distributed environments.
- Resolved user experience issues across the world's largest security cloud, partnering cross-functionally on complex enterprise architectures.

CISCO — *Sales Engineering Manager*

September 2021 – October 2022 | Richardson, TX

- Led a team of 8 sales engineers across the West region supporting AppDynamics and the Cisco Full-Stack Observability platform.
- Developed territory and account strategy that drove sales growth and built durable relationships with technical and executive stakeholders.
- Recruited and developed technical talent into a team that consistently hit targets.

APPDYNAMICS — *Team Lead, Global Enterprise Sales Engineering (TOLA)*

January 2021 – September 2021 | Richardson, TX

- Led 4 enterprise account sales engineers across the TOLA region, focused on account planning and proof-of-value execution.
- Worked alongside sales teams to drive revenue through technical solutions, hiring and developing SEs into a team culture centered on solution excellence.

APPDYNAMICS — *Senior Sales Engineer*

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

- **Achieved \$22M+ in sales on direct accounts in under 4 years**, working with the largest enterprise accounts in the region.
- Drove application and business performance across the DFW market by connecting application telemetry to customer experience and business outcomes.
- **President's Club recipient FY2020 and FY2019**; named **Sales Engineer of the Year, South Region, FY2019**.

EARLIER EXPERIENCE

J9 TECHNOLOGIES — *Senior Solutions Architect* (2016–2017) — Architected ITOM and APM solutions for Fortune 1000 clients; ran POCs supporting sales initiatives.

HEWLETT-PACKARD — *ITOM Solutions Architect, South Central Technical Sales* (2015–2016) — Network Management suite specialist for Central Sales; led customer migrations and designed tailored enterprise solutions.

SOUTHWEST AIRLINES — *Senior Systems Engineer* (2007–2015) — Led the core team that built the enterprise **Monitoring Reference Architecture**; migrated **5,000+ monitors and 6,000 agents** from OpenView UNIX to Linux.

PEPSICO — *Enterprise Systems Engineer* (1999–2007) — Managed **100,000+ monitoring agents** for enterprise health and availability; migrated monitoring from IBM Tivoli to HP OpenView.

United States Army — Avionics Technician, 12 years, serving **8 years as a Non-Commissioned Officer**; supervised a \$6M avionics and electrical repair facility with 20 technicians, and repaired and evaluated aircraft wiring, communication, navigation, and radar systems. • **HCSC / BlueCross BlueShield** — Computer Specialist • **Stream International** — Technical Team Lead