Tyler Brooks

SOLUTIONS ENGINEER

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Summary

Solutions engineer with 5 years in software, including 3 helping merchants and software platforms integrate a payments API. Scopes technical requirements with prospects, builds working samples in Python and JavaScript, and leads troubleshooting through go-live, supporting $2.6M in new annual revenue last year.

Skills

- Solutions Engineering
- Python
- JavaScript
- Java
- SQL
- APIs
- AWS
- Troubleshooting
- Presentation Skills
- Communication Skills

Experience

Solutions Engineer 05/2023 - Present

Front Range Payments Denver, CO

Payments platform offering card processing, payouts and billing APIs to software companies and online merchants.

- Run technical discovery for 60 prospects a year, mapping checkout, payout and refund flows to the payments APIs.
- Build sample apps in Python, JavaScript and Java that cut average integration time from 9 weeks to **5**.
- Query transaction data in SQL to size fee savings for prospects, used in proposals behind $2.6M in won revenue.
- Lead troubleshooting on webhooks and AWS-hosted integrations, clearing 90% of launch blockers within 48 hours.

Implementation Engineer 07/2021 - 04/2023

Rocky Peak Software Boulder, CO

B2B scheduling and workforce software used by clinics, gyms and field service companies.

- Onboarded **45** business customers, configuring single sign-on, data imports and API keys for each launch.
- Wrote 30 how-to guides and sample API collections that reduced setup tickets by 25%.
- Fixed 400+ escalated support tickets and wrote bug reports engineers could reproduce on the first try.
- Presented release updates to 12 key customers each quarter alongside their account managers.

Education

Bachelor of Science 05/2021

University of Colorado Boulder Boulder, CO

Computer Science

Certificates

AWS Certified Developer - Associate

Amazon Web Services

2024