Gavin Whitlock

Austin, TX | 832-643-1415 | gavinswhitlock@gmail.com | linkedin.com/in/gavin-whitlock | github.com/gwhitlock8

SUMMARY

AI Solution Architect and Solution Engineer with 10+ years of experience across enterprise SaaS platforms, cloud infrastructure, and workflow automation. Experienced in enterprise presales for strategic accounts: leading technical discovery, delivering demos and architecture workshops, building POC environments, and designing AI-enabled solutions using LLM integrations, AI agents, and AI-powered workflows. Background in customer success and implementation, with a track record of exceeding quota.

SKILLS

AI and Architecture: AI solution architecture, LLM integrations, AI agents, AI-powered workflows, AI memory and context layers, ServiceNow Now Assist, enterprise architecture

Presales: Technical discovery, solution demonstrations, POCs, technical and architecture workshops, integrations, strategic and enterprise accounts

Platforms: ServiceNow (IT Operations Management (ITOM), IT Service Management (ITSM), Strategic Portfolio Management (SPM)), DevRev, LogicMonitor, Salesforce, Jira

Cloud: Amazon Web Services (AWS) including EKS and EC2, Microsoft Azure, Google Cloud Platform (GCP), hybrid infrastructure monitoring

Development: JavaScript, Ruby, Ruby on Rails, React, PostgreSQL, Git

Customer Success: Executive business reviews, contract renewals, expansion and upsell, customer retention, operational dashboards

PROFESSIONAL EXPERIENCE

Solution Engineer | DevRev **May 2026 – Present**

- Supported strategic and enterprise accounts, positioning DevRev's core AI platform for enterprise buyers
- Explained how the platform captures AI context about a company's business, provides an AI memory layer, optimizes data for AI, and runs an execution layer on top
- Led technical discovery and delivered product demonstrations for strategic and enterprise prospects
- Delivered POCs and technical workshops
- Helped build out integrations for the DevRev platform

AI Solution Architect | ServiceNow | Austin, TX **Jan 2026 – May 2026**

- Designed AI-driven enterprise workflow solutions using ServiceNow Now Assist and LLM integrations
- Built POC environments and prototypes demonstrating AI agents and workflow automation
- Led AI discovery workshops helping enterprise customers identify high-impact automation opportunities
- Supported strategic enterprise pursuits across wealth management and financial services segments
- Developed architecture patterns and demonstrations enabling operational AI workflows

Advisory Solution Consultant | ServiceNow | Austin, TX **Jul 2022 – Jan 2026**

- Led technical sales cycles for enterprise financial services organizations from discovery through technical win
- Delivered demonstrations and architecture workshops across ITOM, ITSM, SPM, and Enterprise Architecture
- Supported major platform expansion opportunities across enterprise accounts
- Developed and presented cloud-native operations labs using AWS services including EKS and EC2
- Quota attainment: 135% (2024), 101% (2023), 87% (2022 ramp year)

Sales Engineer | LogicMonitor | Austin, TX **Oct 2021 – Jul 2022**

- Closed $150K+ in new business while ramping into the role
- Designed monitoring solutions spanning hybrid infrastructure and cloud environments

Senior Enterprise Customer Success Manager | LogicMonitor | Austin, TX **Jun 2020 – Oct 2021**

- Managed 17 enterprise accounts and secured 11 contract renewals
- Exceeded 100% of expansion and upsell quota
- Achieved 100% net revenue retention with zero customer churn
- Conducted executive business reviews and developed custom operational dashboards

Enterprise Customer Success Manager | ClearDATA | Austin, TX **Dec 2018 – Dec 2019**

- Managed enterprise healthcare customers running secure cloud workloads
- Coordinated product, engineering, and customer teams for deployments

Manager, Account Management | MedeAnalytics | Remote **Jun 2018 – Dec 2018**

- Managed Tier 1 healthcare clients generating $100M+ in revenue

Lead Application Support Engineer | Privia Health | Remote **Nov 2016 – Jun 2018**

- Supported the athenahealth platform and built internal audit tooling

Clinical Application Analyst | Houston Methodist Hospital | Houston, TX **Aug 2015 – Nov 2016**

- Managed onboarding and training for physician offices

Implementation Associate | athenahealth | Atlanta, GA **Oct 2013 – Aug 2015**

- Led implementations supporting more than 150 healthcare providers

EDUCATION

Full Stack Software Engineering Bootcamp | Flatiron School | 2019 – 2020

B.S., Corporate Communication | University of Texas at Austin | 2012

AWARDS AND RECOGNITION

- ServiceNow: Belayer Award recipient (Q4 2022, Q1 2023, Q4 2023)
- LogicMonitor: Rookie Sales Engineer recognition
- ClearDATA: Recognized for retaining a major enterprise customer