

JARED ALONZO

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SUMMARY

Customer Engineer with **6+ years** partnering with technical buyers — developer teams, platform owners, and search/CMS leads — to scope, prototype, and ship integrations on complex software products. Comfortable across the stack: SQL and Python for data work, JavaScript/TypeScript for demos and POCs, and APIs for everything in between. Strongest at translating ambiguous customer goals into working, defensible technical solutions.

SKILLS

- **Languages & Data:** SQL, Python, JavaScript, TypeScript, Bash, HTML/CSS
- **AI & Agentic Systems:** Claude, Warp, prompt engineering, agentic workflow design
- **Platforms & Tools:** REST/GraphQL APIs, Google Cloud Platform, Git
- **Customer Engineering:** Technical discovery, solution architecture, POCs, demos, enablement, cross-functional partnership with Sales, Product, and Engineering

EXPERIENCE

Customer Success Engineer — Algolia

Mar 2022 – Present

- Own technical strategy for a portfolio of **22 Enterprise customers representing \$3M in ARR**, partnering with AEs and CSMs through evaluations, renewals, and expansions.
- Drove feature adoption and contract expansion for marquee accounts across **pharma (Moderna, Sanofi), consumer goods (Hasbro, Mondelēz), media (Pearson, National Geographic Society), and retail (Rue Gilt Groupe)** through architecture reviews, integration design, and roadmap advocacy.
- Onboard **~10 short-term clients per year** through structured 3-month technical engagements — scoping requirements, configuring environments, and supporting integrations from contract signature through production launch and platform adoption.
- Lead architecture reviews and technical discovery for prospects evaluating Algolia against competing search platforms; build POCs in JavaScript/TypeScript and Python against real customer datasets to validate use cases before signature.
- Diagnose relevance and performance issues by querying customer indices and analyzing search logs in SQL; turn recurring findings into prioritized feature requests with Product.
- Author reusable enablement assets — integration guides, demo templates, internal runbooks — adopted across the CSE team.

Technical Consultant — Squiz Funnelback

Jun 2021 – Mar 2022

- Owned the technical relationship for **5 enterprise higher education customers** from pre-sales discovery through go-live, designing search experiences for student- and faculty-facing portals.
- Built custom search UIs and result templates in JavaScript and Funnelback's templating layer; reduced repeat implementation work through a reusable component library.
- Presented architecture options and tradeoffs to mixed audiences — IT directors, marketing leads, end users — and translated decisions into configuration and code.
- Surfaced prioritized feature requests to Product based on patterns observed across customer discovery sessions.

Implementation Consultant — FAST Enterprises

Sep – Jun 2021

- Deployed FAST's **GenTax tax administration software** for the **Commonwealth of Pennsylvania**, spanning discovery, business rule configuration, training, and post-launch stabilization.
- Maintained the enterprise **unemployment insurance claims system** for the **State of Michigan**, resolving production issues and configuring workflow updates to support ongoing agency operations.
- Served as primary technical advisor to agency directors, IT leads, and end users — communicating system behavior, tradeoffs, and constraints in their language.
- Built and delivered training programs and documentation adopted by end users across both engagements.

EDUCATION

Bachelor of Science, Computer Science — Seattle University
