

DAVID PEREZ

IT Leader | Technical Presales & Solutions Engineering | AI Automation

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SUMMARY

IT leader, technical seller, and AI builder with 20+ years across regulated finance, biotech, and managed services. I have founded and sold an MSP, built a corporate IT team from one technician to six, led infrastructure rebuilds across 15 locations, and run presales for a new MSP practice. I translate complex technology into business outcomes and make sure solutions work in the field. Today I use prompt engineering and AI-assisted development to design and ship production software, including a multi-tenant quote-to-cash SaaS, and to automate IT operations.

EXPERIENCE

Account Manager | MYTE Technologies (Remote) Apr 2025 – Present

- Run full-cycle business development across inbound, outbound, and channel-partner motions for SMB clients
- Assess technology gaps with business owners and design managed IT, cybersecurity, cloud, and helpdesk solutions
- Grew the largest client relationship to \$72K in annual value; support a portfolio of ~200 managed endpoints
- Built custom AI integrations (MCP servers) automating network management across 10+ sites and MSP ticketing workflows

Engineering Team Lead | Hyper Networks (Remote) Jan 2024 – Nov 2024

- Recruited to build and lead a new managed services practice inside an established IT infrastructure and ISP provider serving Nevada casinos and businesses nationwide
- Led presales and business development, designing and proposing IT and cybersecurity solutions alongside sales executives and engineers
- Shaped the MSP go-to-market strategy and growth roadmap with executive leadership; role concluded when an acquisition refocused the company

Sr. IT Manager | BioLife Solutions Nov 2021 – Apr 2024

- Inherited a fragmented IT department in a regulated biotech and grew the team from one technician to a trained team of six
- Led a full infrastructure overhaul across 15 locations, including the headquarters campus: firewalls, managed switches, servers, wireless, backups, workstations, and structured cabling
- Deployed primary and redundant ISPs and centralized a critical application server on AWS with site-to-site VPN from all 15 locations
- Rolled out a new VoIP phone system company-wide across all 15 locations

Founder | Mountain West Technologies Jan 2017 – Nov 2021

- Founded a managed services provider and grew it from zero to 25 clients in 12 months, then exited through a sale
- Led full infrastructure replacements for SMB clients and delivered ongoing managed services: monitoring, proactive maintenance, and end-user support

Network Specialist III | Security Service Federal Credit Union Apr 2005 – Jan 2019

- Started as a telephone teller in 2005, moved to the help desk in 2007, and advanced to Network Specialist III over nearly 14 years in a regulated financial environment, including a full organizational merger
- Administered Active Directory and Avaya VoIP; supported network closet builds, infrastructure upgrades, and vendors for cabling and ATMs

SELECTED AI BUILDS

QuoteHQ: Quote-to-Cash SaaS Platform | *in production* • myquotehq.com

- Multi-tenant platform for service businesses: AI-assisted proposals, e-signature, dual-pricing payments, recurring billing with autopay, QuickBooks sync, and a branded client portal

- Built a hosted MCP server exposing 100+ tools so AI agents can run real business workflows (proposals, invoices, client records) end to end
- Stack: Next.js, Supabase, Vercel, Claude Code

AI-First PSA Platform for MSPs

- Ticketing, time tracking, invoicing, and AI-driven triage integrated with SyncroMSP RMM; write core code while directing a contract engineer

Property Management Application

- Tenant management, online rent collection, and vendor coordination for repairs

Client Affiliate Portal | *paid client engagement*

- Designed and delivered an affiliate management portal; provide ongoing hosting (Railway) and maintenance

Network & MSP Automation

- Custom MCP servers for AI-driven network management across 10+ sites and MSP ticketing automation

SKILLS

Infrastructure: LAN/WAN, VLANs, firewalls, wireless, DNS/DHCP, site-to-site VPN, Windows Server, Active Directory, VMware, AWS, Azure, backup and disaster recovery, VoIP, structured cabling, cybersecurity

Sales & Presales: Technical presales, consultative and channel selling, solution design, demos, proposals, contract negotiation, account management, pipeline management

Leadership: IT team building, hiring and training, multi-site operations, vendor management, go-to-market strategy

AI & Development: Prompt engineering, AI-assisted development (Claude Code), MCP server design, workflow automation, Next.js, React, TypeScript, Supabase, Vercel, Railway, REST APIs