

Jonathan Montes

Solutions Engineering Leader & AI Strategist

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PROFESSIONAL SUMMARY

Senior technology consultant and pre-sales strategist trusted by Fortune 100 leaders. Driving digital transformation and AI-enabled growth across retail, banking, telecom, and commerce. Partner to the C-suite to build and execute data-driven strategies spanning acquisition, engagement, loyalty, and market intelligence. Proven at accelerating sales pipeline, TCV, and multi-product expansion. Fluent in consultative selling, value engineering, MEDDPICCC, and executive storytelling. Bilingual (English / Spanish).

WORK EXPERIENCE

Solutions Engineering Leader

Dec 2025 – Present

Conviva

■ Team Builder · Product Shaper · AI-Powered Analytics

- Building and shaping the pre-sales & Solutions Consulting team across the Americas.
- Leading presales strategy, technical discovery, and executive enablement for Conviva's streaming intelligence platform.
- Driving deep product design on new solutions and serving as thought leader and marketing advisor as the company revamps its platform positioning.
- Partnering with product and engineering on AI-powered analytics capabilities targeting media, sports, and entertainment verticals.

Principal Solutions Consultant

Aug 2022 – Nov 2025

Contentsquare

■ 120%+ Quota · 3 Consecutive Years · \$10M+ Pipeline

- Led enterprise strategy and executive enablement for one of the world's leading digital analytics platforms across top retail and financial brands.
- Partnered directly with CIOs, CMOs, and CDOs to define AI transformation roadmaps aligned to digital growth KPIs.
- Managed a \$1M–\$5M ARR portfolio, exceeding annual quota by 120%+ for three consecutive years; influenced \$10M+ in net-new pipeline.
- Designed value frameworks and ROI models, accelerating deal velocity by 30% and informing global product positioning.
- Mentored regional Solutions Consultants in AI solution storytelling and consultative discovery.

Senior Data Strategist

Jan 2022 – Aug 2022

Wells Fargo

- Supported the Digital SVP's team in consolidating data sources and enabling AI readiness across multiple digital programs.
- Introduced instrumentation standards across five flagship initiatives, aligning dev teams with shared KPIs and accelerating reporting by 40%.
- Negotiated multi-year enterprise agreements managing legal, compliance, and procurement stakeholders.

Sr. Manager, Global Digital Experience

Jun 2021 – Feb 2022

Tapstry (Coach · Kate Spade · Stuart Weitzman)

- Designed customer journey analytics programs with predictive metrics that identified drop-off risk and revenue opportunities across three luxury brands.
- Delivered insights that lifted checkout conversion and AOV while influencing future product roadmap priorities.

Glassbox

■ \$10M Revenue Surfaced · 30+ Enterprise Clients

- Managed a global portfolio of 30+ enterprise clients combining deep technical product knowledge with commercial growth ownership.
- Surfaced \$10M in incremental revenue through session replay, analytics instrumentation, and experiment frameworks.
- Owned full client lifecycle: technical discovery, deployment, onboarding, and upsell into additional modules.

Operational Research & Digital CX Manager

Sep 2015 – Nov 2018

TracFone Wireless

■ \$5M Saved · 500K Customers · \$3M Year-1 Routing Win

- Led a 40-person analytics & VOC organization with direct responsibility for CX improvement and retention.
- Delivered 100+ digital CX enhancements, saving \$5M and retaining / acquiring 500K customers.
- Implemented real-time monitoring suite; launched intelligent call-center routing saving \$3M in year one.

Research Analyst & PMO

2010 – 2015

Early Career

- Analyzed CX for 25M customers, administered 800+ IBM Tealeaf events, and drove SDLC process improvements.

SKILLS & CERTIFICATIONS

Core Competencies

AI/GenAI Solutioning · Command of the Message · CX Governance · Digital Analytics · Executive Storytelling · MEDDPICCC · POC & Demo Architecture · SQL/Python · Team Leadership · Value Engineering

Technical Toolkit

Cloud (Azure, AWS, GCP) · Contentsquare · Glassbox · Adobe Analytics · GDPR/CCPA · Python · REST / JS Tagging · SQL · Conviva · IBM Tealeaf

Languages

English (native-like) · Spanish (native)

Certifications

MEDDICC Elite Selling™
Command of the Message
AI / GenAI Fundamentals
Contentsquare Certified
Glassbox Advanced Analysis
Splunk Expert
IBM Technical Architect (Tealeaf)

Education

B.A. Marketing & Publicity Politécnico de la Costa Atlántica, Colombia