







Sarah Biffle

CONTACT

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EDUCATION

-  **Galvanize Web Development**
Full Stack - 2018
-  **University of Denver**
BS Marketing & Finance - 2016
Minor: Leadership Studies
-  **Universidad Antonio de Nebrija**
Spanish - 2015

FUNCTIONAL SKILLS

- > Relationship Building
C-Suite, VPs & Direct Reports
- > Communication: Written & Verbal
Analytical Business Reports
Presentation Design
Meeting Facilitation
Experienced Public Speaker
- > Bilingual - English & Spanish

TECHNICAL SKILLS

- > Twilio CPaaS Product Suite
- > Salesforce / ScratchPad / AirTable
- > Microsoft Specialist Certified
- > Project Management
- > Agile Methodologies
- > Certified Scrum Master
- > JavaScript, HTML & CSS
- > Appian & govService Lead

RECOGNITION

- > Twilio SE Top Performer 2022
- > Twilio Magic "Boundless Builder"
Global Hackathon Winner
Growth Buildathon Winner
- > KPMG - 5 x Encore Award
- > Hackathon Winner:
KPMG Partner of the Year
Galvanize Hackathon
- > University of Denver - Cum Laude
Dean's List & Hornbeck Scholar

Twilio: Senior Solutions Engineer

2021 - Present

- Partner with enterprise leadership to define, design, and validate impactful Twilio solutions
- > Drive deal cycle for Net New Business. As SME, partner with GTM in crafting strategic approaches to win deals through compelling narratives and competitive insights
 - > Lead pitch, discovery, and strategy sessions to define solutions and accelerate sales cycle
 - > Drive deep relationships with GTM to iterate sales strategies in diverse, complex territories
 - » "Hack the Territory" - generating pipeline via hackathons, roadshows, and sales plays
 - » Cofrence and client event representative: Road Shows, Client Appriciation, Signal
 - > Work with cross-functional leadership to solicit client feedback, drive roadmaps, and implement key features - proactively addressing market change
 - > Create & lead cross-functional enablement sessions, improving GTM team efficiency
 - » D-BANT, Agile Methodology for AEs, the Art of the Intro, "Why SE?" QBR Session
 - > Twilio Bar Raiser - establish and elevate Twilio culture
 - > Winner of multiple hackathons and performance awards based off a vision for the future of communications and desire to identify gaps, improving Twilio solutions and sales cycle

Granicus: Senior Technical Solutions Consultant

2020 - 2021

- Led and managed process improvement projects as Tech Team Lead and Solutions Architect
- > Directly managed four reports on tech team and led sales strategy for govService GTM
 - > Restructured entire team and processes to drive efficiency and increase effectiveness
 - » Responsible for allocation of team resources, project timelines, and client collateral
 - » Piloted implementation of agile delivery resulting in vastly improved team velocity
 - > Cultivated client relationships, influencing new process improvements via QBRs
 - > Company representative at two conferences with customer base

KPMG: Solutions Consultant - Intelligent Automation

2018 - 2020

- Defined, designed, and implemented Business Process Management Software
- > Partnered with executive leadership, industry professionals, software engineers, and Offshore Team as Tech Lead on interdepartmental projects (Finance, Legal, and AI)
 - > Identified process improvement opportunities: explored pain points, defined project scope, analyzed KPIs, and translated business processes into functional specifications
 - > Responsible for client deliverables (reports, presentations, client communications) and client presentations centered around solid narratives and upselling

BillTrack50: Intern → Technical Account Manager

2014 - 2018

- > Managed current and potential client relationships: designed and conducted webinars, product demos, account management, and created new feature enablement material
- > Brand representative and session speaker at Equality Federation Conference
- > Writer - created content ranging from how-to posts to articles on trending legislation

5280 Startup Solutions: Founder

2013 - 2018

- Founded a consulting firm catering to startups. Specialized in web development, market positioning, branding, content creation, and pitching
- > Created Entrepreneurial Internship Program & partnered with multiple Colorado Universities