

PROFESSIONAL SUMMARY

Solutions Engineer and Technical Consultant with 9+ years of experience spanning enterprise SaaS, API integrations and AI-powered product development. Leads technical discovery, demos and POCs, designs integrations and turns customer insight into requirements, roadmaps and shipped software. Combines enterprise presales and delivery at Adobe, Vonage and BT Wholesale with hands-on AI product builds, agentic workflows and MCP integrations.

SELECTED IMPACT

- **£350k ARR secured and £800k+ pipeline advanced** at Adobe through discovery, tailored demos, solution design and POCs.
- **\$200k+ renewal** on a \$2M ARR strategic account at Vonage, driven by a solution redesign.
- **15 customer interviews across five segments** shaping BT Wholesale’s developer-platform roadmap and success metrics.
- **100+ users on Cadence and thousands of page views** across self-built products, taken from discovery to launch solo.

EXPERIENCE

Vonage, London

Senior Professional Services Consultant

Sep 2024 – Present

- Lead technical discovery, solution architecture and enterprise implementations across 16 mid-market and enterprise customers spanning EMEA, North America and APAC.
- Design and troubleshoot integrations across Salesforce, contact centre platforms, REST APIs, SSO/OAuth and analytics.
- Delivered 20+ analytics training sessions, increasing Looker adoption by 40% and improving customer reporting.
- Manage customer data in Snowflake to support implementations, account insight and reporting.
- Influenced architecture and adoption for a \$2M ARR strategic account, securing a \$200k+ renewal through solution redesign.

BT Wholesale, London

User Researcher (Contract)

Feb 2026 – Aug 2026

- Led product discovery for BT Wholesale’s developer platform, conducting 15 customer interviews across five segments to identify friction across API integration, authentication, onboarding, sandbox environments and ordering journeys.
- Synthesised findings into prioritised recommendations with Product, Engineering and QA, informing roadmap decisions on APIs and developer experience.
- Defined product requirements and proposed success metrics, including time-to-first-success and sandbox-to-production conversion.

AOC

Founder / Technical Product & AI Consultant

Sep 2022 – Present

- Own end-to-end product strategy and delivery across SaaS, AI and consumer applications, from discovery and PRDs through prioritisation, launch and iteration.
- Launched products including Cadence (reading platform, 100+ users), [Moodformed](#) (collaborative moodboard app) and Helors (colour palette generator), generating thousands of page views across platforms. Full portfolio: [adrmonli.com](https://adrmonli.com).
- Design and build AI-powered products and agentic workflows using Claude, LLM APIs, MCP integrations and AI-assisted development, owning application architecture from requirements to production.

Adobe, London

Presales Solution Consultant (Contract)

Mar 2023 – Dec 2023

- Partnered with Account Executives to secure £350k ARR and advance £800k+ in enterprise sales pipeline through technical discovery, tailored demonstrations, solution architecture and POCs.
- Owned identity, security and integration validation across sales cycles, including REST APIs, JSON, SSO and OAuth, communicating technical value to business and technical stakeholders.
- Selected for Adobe Firefly’s enterprise beta, providing technical and customer feedback that influenced production releases.

OpenSpace AI, Remote

User Researcher / Customer Support Team Lead

Jan 2021 – Sep 2022

- Combined technical customer support, user research and product discovery in a high-growth AI startup, translating recurring customer problems into actionable insights for Product and Engineering.

Bluebeam, London

Senior Technical Support Specialist

Apr 2019 – Jan 2021

- Diagnosed complex software, deployment and integration issues for AEC customers, translating technical requirements between customers, Product and Engineering in a rapidly scaling SaaS environment.

Trimble, London

Client Services Analyst

Dec 2016 – Apr 2019

TECHNICAL SKILLS & TOOLS

**Solutions Engineering:** Technical Discovery, Solution Design, Demos, POCs, Workshops, Gap Analysis, Implementation & Deployment  
**Product:** Product Strategy, Discovery, User Research, PRDs, Roadmap & Backlog Prioritisation, Success Metrics  
**Engineering & Integrations:** REST APIs, JSON, Webhooks, OAuth/SAML/SSO, JavaScript, Postman, GitHub, CI/CD  
**Data & Analytics:** Snowflake, SQL, Looker, Power BI, GA4, Product Analytics  
**AI Consulting & Automation:** Claude, LLM APIs, MCP, AI Agents & Agentic Workflows, Prompt Engineering, Automation, AI Adoption  
**Platforms:** Salesforce, Dynamics 365, Jira, Figma

EDUCATION

BSc Business Information Systems (2:1) – University of Westminster