

NOAH BROWNE

Senior Solutions Engineer | Technical Account Management | Enterprise Solutions | AI & Cloud Technologies

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PROFESSIONAL SUMMARY

Senior Solutions Engineer with 6+ years of experience delivering enterprise technology solutions for government, education, commercial, and executive customers. Proven success designing and supporting enterprise solutions, leading complex technical engagements, and partnering with Engineering, Product, Sales, Professional Services, and Customer Success to achieve exceptional customer outcomes. Experienced in solution design, enterprise deployments, technical consulting, and technical account management. Passionate about AI, cloud technologies, automation, and helping organizations solve complex business challenges through technology.

CORE COMPETENCIES

- Solutions Engineering
- Technical Account Management
- Enterprise Solution Design
- Technical Discovery
- Customer Success
- Enterprise Deployments
- Technical Consulting
- Solution Architecture
- Enterprise Infrastructure
- Executive Communication
- Cross-Functional Collaboration
- Customer Onboarding
- AI Solutions
- Cloud Technologies
- API Integrations
- Root Cause Analysis

TECHNICAL PROFICIENCIES

Windows 10/11 • Windows Server • Linux • Active Directory • Microsoft 365 • REST APIs • AI Agents • Large Language Models (LLMs) • n8n • GitHub • BIOS/UEFI • Firmware Validation • Enterprise Hardware • Hardware Diagnostics • AWS (Learning) • Microsoft Azure (Learning)

EXPERIENCE

Senior Solutions Engineer – Enterprise & Government Accounts

Nov 2022 – Present

CORSAIR GAMING

- Serve as a trusted technical advisor for enterprise, government, education, and executive customers, delivering end-to-end technology solutions for complex business environments.
- Partner with customers to understand business requirements, recommend technical solutions, and guide successful enterprise deployments supporting environments ranging from 30 to more than 1,500 systems.
- Lead the organization's highest-priority technical escalations, driving cross-functional collaboration to deliver timely, customer-focused solutions.
- Partner with Engineering, Product Management, Sales, Customer Success, Professional Services, and Operations to deliver scalable technical solutions that improve customer outcomes.
- Lead technical discovery and troubleshoot enterprise infrastructure while recommending hardware, firmware, BIOS, and system configuration improvements aligned with customer objectives.
- Translate highly technical concepts into business-focused recommendations for executives, IT administrators, engineers, and decision makers.
- Develop technical documentation, deployment guides, knowledge base articles, and best practices that improve operational efficiency across multiple teams.
- Support enterprise customer engagements involving technology environments valued at more than \$800,000.

Founder & Principal Technology Advisor - Jan 2026 – Present

IRONCREST ADVISORY GROUP

- Founded a technology advisory practice focused on AI, enterprise infrastructure, cybersecurity, and cloud modernization.
- Advise organizations on technology strategy, AI adoption, Microsoft 365, automation, and infrastructure modernization.
- Design AI-powered workflows using APIs, AI agents, and modern automation platforms to streamline business operations.
- Conduct technology assessments and recommend scalable solutions aligned with organizational goals.
- Present technical recommendations to executives, IT leadership, engineers, and business stakeholders in a way that supports informed business decisions.

- Evaluate emerging AI, cloud, and infrastructure technologies to identify practical solutions that improve business performance and operational efficiency.

Solutions Engineer - Mar 2021 – Nov 2022

CORSAIR GAMING

- Provided customer-facing technical consulting and solution guidance for enterprise hardware, workstation platforms, and Windows-based environments.
- Partnered with customers to recommend hardware solutions, validate compatibility, and support successful technology deployments.
- Diagnosed complex operating system, firmware, BIOS, and hardware issues while maintaining outstanding customer satisfaction.
- Collaborated with Engineering and Product teams to investigate complex technical issues, improve product quality, and enhance the customer experience.
- Built trusted customer relationships by providing proactive technical guidance and serving as a reliable technical resource throughout the customer lifecycle.
- Documented recurring technical issues and recommended process improvements that increased team efficiency.

Hardware Support Engineer - Nov 2020 – Mar 2021

ORIGIN PC

- Diagnosed, repaired, and validated high-performance desktops, laptops, and workstation systems.
- Performed advanced hardware diagnostics, component replacement, firmware validation, and root cause analysis.
- Verified system stability, quality assurance, and performance prior to customer deployment.
- Collaborated with cross-functional teams to resolve complex hardware issues while consistently exceeding production quality and turnaround expectations.

LEADERSHIP & ACTIVITIES

Associate Cybersecurity Instructor → Lead Cybersecurity Instructor - Sep 2023 – July 2026

IRONCIRCLE

- Delivered instructor-led cybersecurity and infrastructure training covering networking, Linux, Windows Server, Active Directory, and enterprise technologies for classes of more than 30 students.
- Mentored aspiring IT professionals by simplifying complex technical concepts into practical, real-world solutions.
- Designed and continuously refined technical curriculum covering enterprise networking, operating systems, cybersecurity, infrastructure, and troubleshooting best practices.
- Helped students develop troubleshooting methodologies and technical problem-solving skills applicable to enterprise environments.

EDUCATION

Miami Dade College, Miami, FL - Bachelor's Degree Program, Information Technology (*In Progress*)

AM College, Miami, FL - Master of Science in Acupuncture

Miami Dade College, Miami, FL - Associate of Arts (A.A.), General Studies

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

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|---|---|
| • AWS Certified Solutions Architect – Associate (In Progress) | • Cybersecurity Bootcamp Certificate |
| • CompTIA Security+ (Currently Preparing) | • AI Automation: Build LLM Apps & AI Agents with n8n & APIs |