

Ethan Henry

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SUMMARY

Presales Solutions Architect at Dell Technologies with a B.S. in Computer Science and hands-on DevOps experience in a regulated banking environment. Partners with customers and account teams to understand technical and business requirements, design solutions, and communicate them clearly through discovery conversations and demonstrations. Brings a strong foundation in CI/CD, cloud (AWS Certified Cloud Practitioner), scripting, and enterprise change management.

EXPERIENCE

Presales Solutions Architect | Dell Technologies - Hopkinton, MA

February 2026 - Present

- Partner with account executives and customers in a presales role to understand technical challenges and requirements and recommend fitting enterprise solutions.
- Configure and design solutions across three-tier and hyperconverged infrastructure (HCI) architectures, spanning servers, networking, and storage arrays.
- Deliver weekly technical trainings to sales representatives, building their product knowledge and confidence in customer conversations.
- Support the sales cycle by preparing technical presentations, demonstrations, and solution proposals that help advance opportunities and earn technical buy-in.
- Translate complex technical concepts into clear business value for both technical and executive audiences.

DevOps Engineer Intern | Comerica Bank - Auburn Hills, MI

May 2025 - December 2025

- Developed, tested, and deployed software features on the Platform Modernization team, contributing to internal banking tools and systems.
- Designed and documented CI/CD pipeline architectures for an enterprise migration from Jenkins to GitLab, improving deployment speed, maintainability, and security compliance.
- Executed deployments for bank-wide migrations impacting 60% of total revenue, ensuring smooth transitions with minimal downtime.
- Reviewed Jenkins parameters and configuration files for multiple application teams prior to CAB approval, ensuring accurate deployments and compliance with change management processes.
- Utilized Bitbucket, Jenkins, and Artifactory to manage version control, CI/CD pipelines, and artifact deployment; completed two-week instructor-led GitLab training.

Accessibility Research | Chicago Blackhawks Sled Hockey - Chicago, IL

September 2024 - December 2024

- Interviewed sled hockey players to assess challenges in rink accessibility and equipment transport.
- Designed a foldable synthetic ice ramp to improve athlete access; presented findings at IPRO Day, selected as one of the top groups in the class.

EDUCATION

Bachelor of Science, Computer Science, Minor in Food Science and Nutrition

December 2025

Illinois Institute of Technology, Chicago, IL | GPA: 3.31/4.0

SKILLS

- **Programming & Scripting:** Python, Java, SQL, C, Go, Dart
- **DevOps & Cloud:** AWS, GitLab, Jenkins, JFrog Artifactory, Bitbucket, Docker, Infrastructure as Code (IaC), CI/CD Pipeline Design
- **Infrastructure:** Servers, Networking, Storage Arrays, Three-Tier Architecture, Hyperconverged Infrastructure (HCI)
- **Solutions & Customer Engagement:** Presales Solution Design, Technical Training, Presentations and Demos, Customer Discovery, Technical Documentation
- **Practices & Tools:** Agile (Scrum & Kanban), Git, Code Review, Change Management, Jira, Figma, Microsoft Office Suite
- **Soft Skills:** Communication, Collaboration, Team Leadership, Process Improvement

CERTIFICATIONS

- Dell Information Storage and Management Foundations v2 - Dell Technologies, February 2026
- AWS Certified Cloud Practitioner - Amazon Web Services, August 2025

HONORS AND ACTIVITIES

- Pitcher, Illinois Institute of Technology varsity baseball team; balanced roughly 30 hours per week of practice and competition with a full course load.