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Customer Success | Programs | GTM | AI-Enabled Workflows

- Full-Cycle SaaS Sales & Pipeline
- Customer Lifecycle Management
- Applied AI Tools
- LLM Prompt Engineering
- Database Design & Management
- Data Parsing, Analysis & Vis.
- Research & Competitive Intelligence
- Customer Retention
- Workflow Automation

Work Experience

Sales & Design Consultant / Project Manager | KrisCo Pools & Spas – Woodinville, WA Sep 2024 – Oct 2025

- **Pipeline Ownership:** Owned end-to-end consultative sales from qualification through close **across \$80K–\$200K deal sizes**
- **Expansion & Upsell:** Drove **~10–30%** average deal expansion through upsells
 - **Solution Consulting:** Led discovery and solution design, **producing digital designs, proposals, and pricing** aligned to customer goals and constraints
- **Forecasting & Deal Management:** Maintained **90%+ forecast accuracy** by tightly managing deal stages, scope changes, and pricing throughout extended sales cycles

AI Model Training - Marketing | Outlier – Remote Nov 2023 – Sep 2024

- **AI for GTM:** Improved **LLM accuracy ~20%** by training models on real-world marketing, sales, and go-to-market scenarios
- **Model Quality Optimization:** Reduced low-quality and **off-policy outputs by ~30%** by identifying recurring failure modes across marketing, analytics, and business development
- **Business Domain Training:** Evaluated model outputs across **GTM strategy, SWOT analysis**, comparative research, and executive-ready communication
- **AI Collaboration:** Partnered with **data and LLM engineers** to align model behavior with applied commercial use cases

Territory Sales Manager | Allegiance Medical – Portland, OR Jul 2021 – Sep 2023

- **Territory & Account Ownership:** Owned **\$3–5M annual territory** across spine & pain accounts in WA and OR
- **Enablement & Retention:** Served as lead technical specialist for **100+ procedures per year**, driving repeat utilization, physician confidence, and **long-term account growth**
- **New Market Dev:** Launched Curonix Freedom neuromodulation into **net-new WA and OR markets**, driving early adoption within a rapidly expanding ~\$6.6B+ global category
- **Product Demo & Value Education:** Delivered **50+ physician and hospital demos**, influencing adoption through technical credibility and outcomes-based positioning

Product Consultant | Monday.com – New York, NY Jan 2020 – Mar 2021

- **PQL Conversion:** Converted inbound free-trial users into **25–35 SQLs** per month across mid-market and enterprise accounts
- **Discovery & Use-Case:** Drove **35–45% PQL-to-opportunity** conversion through consultative discovery and tailored, workflow-specific product demos
- **Pipeline Contribution:** Sourced **\$1.5M+ in annualized, AE-accepted** pipeline through inbound PQL qualification

Sales Development Representative | Falcon.io – New York, NY Mar 2019 – Nov 2019

- **Prospecting & Pipeline:** Sourced **\$1.2M+ in annualized, AE-accepted** pipeline through high-volume outbound prospecting across phone, email, and LinkedIn (120–150 touches/day)
- **Qualification & Meetings:** Generated **11–15 SQLs** per month against a quota of 11, consistently **achieving 100–135%** of target for mid-market and enterprise accounts (~\$20k ACV)
- **Early-Stage Funnel:** Led onboarding cohort in forecasted MRR and meeting-to-opportunity conversion (**35–40%**)
- **CRM & Sales Tech:** Managed and optimized pipeline using Salesforce, SalesLoft, Gong.io, LinkedIn Sales Navigator, and ZoomInfo

Education

- **(MS) Master of Science in Marketing Analytics (2020 – 2023)** | Johns Hopkins University
 - The Dean's Scholarship Recipient | **3.8 GPA**
 - Branding Case (Gong.io): Branding + recruiting: [YouTube Video](#)
- **(BS) Bachelor of Science in Business Administration (2016 – 2018)** | Fordham University

Applied AI Experience

Self-Directed AI Portfolio Development (2025 – Present) | [Live Portfolio](#)

- Built AI-enabled tools and work that solve real bus. problems, end-to-end from data architecture through cloud deployment
- **Always learning:** expanding this portfolio while taking on real work, helping real-world businesses optimize SEO, rebuild websites, and implement AI-driven workflows.
 - **Tools & Methods:** Claude Code, OpenAi (Codex 5.3/5.4), Gemini, xAI Grok, Perplexity, Comet, OpenClaw, Midjourney, VS Code, CLI tooling, JavaScript, React 19, TypeScript, Python, Three.js, Cloudflare Workers, GitHub Pages, supabase, vercel, openrouter, notion, agentic workflow design, prompt engineering, documentation-driven development + more (github.com/tqny)
 - **The Barter:** AI-Assisted Customer Success Workspace (tqny.github.io/the-barter)
 - **Sentinel:** Domain Threat Intelligence Dashboard (tqny.github.io/sentinel)