Mark Harburg

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Solutions Architect | Pre-Sales Leader | Technical Consultant

Award-winning Solutions Engineer and pre-sales leader with 10+ years closing enterprise Software-as-a-Service (SaaS) deals, commercializing FDA-cleared medical devices, and building automation systems that eliminate operational waste. Closed three of M-Files' largest North American mid-market deals (each exceeding $100K in Annual Recurring Revenue) while managing 30+ concurrent opportunities — translating complex technical architectures into business narratives that accelerate buy-in from IT, compliance, and executive-level stakeholders. Deep expertise in cloud infrastructure, Application Programming Interface (API) integration, identity management, and AI-driven workflow automation, with a consistent track record of technical credibility with clear communication to build trust, compressing deal cycles, increasing win rates, and driving measurable revenue outcomes.

CORE COMPETENCIES

- Technical Sales Cycles
- Sales Engineering
- Value-Based Selling
- System Integration
- Cross-Functional Collaboration

- Solution Architecture
- Strategic Partnerships
- Technical Discovery
- Proof-of-Concept Development
- Competitive Intelligence

- REST API Integration (Python/JS)
- AI Adoption / Agents / Workflow
- Cloud Infrastructure (Azure/AWS/GCP)
- Executive Communication

PROFESSIONAL EXPERIENCE

Chief Technical / Operations Officer (CTO and COO) and Board Member | Comfort First — Detroit, MI | 08/2021 – 12/2025

- Architected the path from concept to launch-ready Class II medical device coordinating regulatory submissions, manufacturing readiness, quality management system, and commercialization activities to deliver a compliant, FDA-aligned solution to the healthcare sector.
- Developed five-year profit-and-loss projections and operational forecasts that directly informed manufacturing investment decisions, pricing strategy, and partner negotiations enabling high-stakes capital allocation with financial clarity.
- Accelerated clinical validation by leading outreach campaigns and solution presentations to OBGYNs and healthcare stakeholders, translating complex device capabilities into workflow-relevant narratives that sharpened go-to-market positioning.

Lead Sales Engineer | M-Files — New York, NY / Remote | 06/2022 – 04/2025

- Delivered $800K+ in closed Annual Recurring Revenue (ARR) by leading a solutions team through complex, multi-stakeholder technical evaluations architecting SaaS solution frameworks that secured three of M-Files' largest North American mid-market deals, each exceeding $100K ARR, and ranked among the top contributors to North American quota attainment.
- Accelerated technical wins and stakeholder buy-in by building tailored proof-of-concept evaluations (POCs) that mapped platform capabilities to customer workflows resolving objections and de-risking purchasing decisions across IT, compliance, and executive audiences.
- Earned global recognition for award-winning demonstrations while sustaining a 30-opportunity pipeline between 3-5 AE's -- converting deep technical knowledge into business-relevant narratives that increased deal velocity and drove competitive differentiation across enterprise and mid-market accounts.
- Enabled secure, compliant information automation by architecting cloud and hybrid deployments incorporating Multi-Factor Authentication (MFA), Active Directory, RESTful APIs, and metadata-driven workflows — positioning M-Files as the trusted platform for regulated-industry customers.
- Reclaimed 400+ productive hours annually by building a quoting automation system with stage-based routing and version control, reducing rework by 30% and scaling pre-sales capacity without additional headcount.

Founder and Chief Executive Officer (CEO) | SafetySit — Detroit, MI | 07/2019 – 04/2022

- Took a physical therapist's concept and fully commercialized it solo — authoring and submitting the FDA 510(k) clearance package, building a Quality Management System (QMS) and passing audit, and delivering a production-ready Class I medical device from zero.
- Validated solution-market fit through 250+ structured discovery interviews with healthcare professionals synthesizing clinical workflow insights into value propositions, pricing models, and go-to-market strategy that informed commercialization decisions.

- Generated clinical demand via targeted outreach, site visits, trade shows, and running active trials with five of Michigan's largest hospital systems to validate implementation feasibility and real-world adoption outcomes.
- Secured $55K through competitive pitch programs (Greenlight Michigan, MWest Challenge, Hatching Pitch, Business Model Canvas Challenge) and SBIR grants while developing patents, financial forecasts, and investor materials — and earned acceptance into 6 nationally recognized startup accelerators each with under 5% acceptance rates, including MassChallenge, VentureWell, and XlerateHealth.

Product Design and Manufacturing Consultant | Upwork — Remote I 03/2018 – 03/2022
- Achieved top-rated status at $85 per hour delivering 30+ production-ready client solutions across medical, dental, automotive, and government sectors — applying SolidWorks, Design for Manufacturability (DFM), Failure Mode and Effects Analysis (DFMEA), Finite Element Analysis (FEA), and FDA-compliant principles to transform concepts into manufacturable deliverables.
- Expanded scope beyond technical consulting on most engagements — advising clients on intellectual property strategy, supplier vetting, Bill of Materials development, and go-to-market execution to reduce risk across the full commercialization lifecycle.

Lean Manufacturing Consultant | Avalon International Breads — Detroit, MI | 06/2019 – 08/2021
- Improved throughput, safety, and scalability by 25% within a 47,000-square-foot facility by redesigning workflows using Lean Manufacturing principles and reduced equipment downtime by 90% through proactive preventive maintenance programs.
- Eliminated eight weeks of startup delays by orchestrating cross-functional teams and vendors to align equipment installation, scheduling, and quality standards for new manufacturing line launches — and generated $50K in revenue within 3 months by identifying and brokering surplus food manufacturing equipment.

Advanced Plastics Project R&D Engineer | Flex-N-Gate — Warren, MI | 09/2016 – 07/2019
- Led Toyota seat lightweighting initiative converting a 15-piece steel seatback into an industry-first single-piece plastic structure — achieving a 64% lift force reduction (53 pounds to 19 pounds), enabling major part count reduction and per-vehicle cost savings worth millions annually. Recognized with the Altair Engineering Lightweighting Award and featured in Plastics Today, positioning Flex-N-Gate as a global leader in automotive innovation.
- Reclaimed approximately 13,000 labor hours annually and stabilized production during a live Ford audit by architecting a hi-low inventory and material flow system through eliminating unsafe stacking practices, cutting material retrieval time by 80%, and restoring full material reliability across the facility.
- Delivered end-to-end technical development across eight program milestones for Toyota, Nissan, and Ford — owning $100M+ in bid proposals, concept development, feasibility analysis, prototype tooling, validation testing, supplier quoting, and launch readiness.

Product Design Engineering R&D Intern| Steelcase — Grand Rapids, MI | 04/2014 – 08/2016
- Contributed to $200K in cost-reduction initiatives using PTC Creo and Windchill Product Lifecycle Management (PLM); delivered EMEA sustainability compliance during an international assignment by translating European Union regulatory requirements into validated lifecycle assessments and technical documentation.

EDUCATION

Bachelor of Science (BS) in Engineering, Product Design and Manufacturing — Grand Valley State University | 2016
Associate of Applied Science (AAS) in Automation Occupational Studies — Washtenaw Community College | 2012

TRAINING

Winning by Design Sales Training (M-Files) • **High Ticket Closing Training** (HTC) • **Sandler Sales Training** (Sandler)

TECHNICAL SKILLS

JavaScript, Python, C, HTML, SQL, GitHub, Vercel, Docker, Azure Infrastructure, Virtual Machines, RESTful API Development, Cloud Infrastructure (AWS, Azure, GCP), Data Security, OAuth, Multi-Factor Authentication (MFA), Entra ID, Metadata-Driven Systems, Voice AI, Large Language Models (LLMs), Microsoft Copilot, ChatGPT, Gemini, Prompt Engineering, AI Agents, N8N, Model Context Protocol (MCP), Asana, Miro, Trello, ClickUp, Autodesk, SolidWorks, Fusion 360, Microsoft Suite, Slack, Google Workspace, Salesforce, HubSpot, Quickbooks, GSIs, ISO 13485, HIPAA, FDA, ITAR, FedRAMP…and more.