Russ Mohammad

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SUMMARY

Healthcare & Life Sciences solution engineering leader with 6+ years in enterprise presales and 10 years across clinical operations, healthcare, and life sciences. Builds customer-specific demonstrations, hands-on POCs, and AI-enabled workflow environments that turns executive discovery into confident operating decisions. Team Lead and manager's right-hand partner for an 8-person Regulated Industries SC team; directly supported $7M ARR through Q3 2026.

SELECTED IMPACT

• Supported $7M ARR across strategic HCLS accounts by building tailored demonstrations, proof environments, and executive narratives for complex enterprise evaluations.
• Built and led three enterprise proofs of concept in 2026, including a hands-on AI evaluation for a life sciences customer. The proof combined agentic skills and workflows in scenarios participants could try themselves.
• Protected ~$800K in at-risk ARR by designing a tailored HCLS proof environment with AI analysis and workflow automation.

PROFESSIONAL EXPERIENCE

ServiceNow | Chicago, IL
Team Lead, Solution Consulting 01/2026 - Present
• Serve as the manager's right-hand leadership partner for an 8-person Regulated Industries team, coaching SCs through technical wins, supporting interviews, providing manager coverage, guiding deals, and running internal enablement.
• Built a Claude skill to help solution consultants create customer-specific demos quickly and accurately. Senior leaders approved it, and it is widely used across the business unit. Co-led HCLS Unlocked for 58 Core SCs.
• Nominated for promotion to Advisory Solution Consultant. Earned two 2026 MVPs, Q2 Sharp Elbows, and Q3 Extra Mile, and delivered a Chicago World Forum keynote.
Senior Solution Consultant, Healthcare and Life Sciences 01/2025 - 12/2025
• Partnered with 10+ sellers at a time to turn executive discovery into tailored demonstrations, hands-on POCs, technical evaluation plans, RFP/RFI responses, and solution strategy across the CRM suite and HCLS products.
• Built end-to-end proof environments across Customer Service, Field Service, Sales & Order Management, CPQ, and HCLS products - connecting clinical, operational, technical, security, and compliance needs into multi-workflow scenarios.
• Built AI portal skills, lab guides, executive decks, hands-on technical experiences, and executive microsites that gave buyers tangible ways to evaluate business value, adoption, architecture, and governance.
• Converted one-off pursuit work into reusable demo environments, talk tracks, and value narratives so sellers and SCs could lead credible HCLS conversations at scale.

TraceLink | Boston, MA
Senior Solution Consultant 01/2023 - 01/2025
• Contributed $3.2M in FY23 ARR and $3.9M in FY24 ARR; earned an off-cycle promotion and Global SC of the Quarter awards (FY23 Q4, FY24 Q2).
• Led executive discovery and built persona-based demonstrations, technical workshops, and RFP/RFI responses across business, technical, compliance, and security requirements.
• Designed implementation-aware solution strategies for strategic evaluations, aligning executive, technical, and operational stakeholders from discovery through technical win.
• Mentored SCs and AEs and presented field best practices at FutureLink 2024 and SKO 2025.

Salsify | Boston, MA
Solution Engineer 11/2021 - 01/2023
• Partnered with mid-market AEs from discovery through technical validation across CPG and retail accounts, translating business and IT needs into persona-based demonstrations and workshops.
• Built reusable technical assets and implementation-aware proof points that helped account teams communicate product value and differentiate in evaluation cycles.
• Earned SC of the Quarter recognition for customer-facing execution and team impact.

Rush University Medical Center | Chicago, IL
Clinical Data Specialist, Epic Ambulatory 09/2016 - 10/2021
• Optimized Epic Ambulatory workflows across clinical departments, increasing workflow adoption by 25%.
• Served as a bridge between clinicians, operational leaders, and IT, translating frontline care-delivery needs into Epic configuration and process improvements.
• Built reporting and dashboards with clinical and IT stakeholders to improve operational visibility and decision-making.

EDUCATION

Master of Science, Physician Assistant Studies | Rush University | 2021
Bachelor of Science, Biology, Magna Cum Laude | Loyola University Chicago | 2015