Kristin Gunnell

Sales Engineer and Technical Solutions Architect

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PROFESSIONAL SUMMARY

Enterprise sales engineer and technical solutions architect with 7+ years at Mastercard spanning customer technical services, presales and sales engineering management. Leads technical discovery, tailored demonstrations and proofs of value for cybersecurity and third-party risk buyers across North America. Translates business priorities into technical requirements, validates solution fit and guides integration decisions so customers can evaluate capabilities and plan adoption with confidence.

CORE EXPERTISE

Technical discovery and requirements mapping • Enterprise demonstrations • Proofs of concept and value • RFP and RFI responses • API and integration advisory • Third-party risk management • Threat intelligence • Partner enablement • Technical troubleshooting

PROFESSIONAL EXPERIENCE

Mastercard | RiskRecon and Enterprise Cyber | Remote

Manager, Sales Engineering December 2025 to Present

- Lead technical presales across North America for RiskRecon, RiskRecon Assessments powered by Whistic and Recorded Future third-party risk capabilities, aligning discovery and solution validation with customer requirements.
- Delivered **approximately 65** customer, prospect and partner demonstrations and technical deep dives in the first half of 2026, tailoring use cases for enterprise fintech, retail and global technology organizations.
- Manage proofs of concept and proofs of value from discovery through technical validation and troubleshooting; map enterprise and channel RFP and RFI requirements to product capabilities.
- Advise on API and integration requirements involving ServiceNow plugin behavior, score synchronization, ID mapping, webhook feasibility and breach-event workflows; document findings to strengthen field readiness.
- Partner with field sellers to connect business-led cybersecurity discovery and API-delivered data use cases with evaluation needs across security, risk and vendor-management teams.
- Equip channel and technology partners through tailored demonstrations, Jira technical guidance and reusable Whistic assessment training; contribute to partner processes and Professional Services training.

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PROFESSIONAL EXPERIENCE CONTINUED

Mastercard | RiskRecon and Enterprise Cyber

Senior Analyst, Sales / Acting Technical Solutions Architect

September 2022 to December 2025

- Served as the primary technical resource for enterprise cybersecurity prospects across North America, leading tailored demonstrations, proofs of concept and product validation with field sellers.
- Independently delivered dozens of live product demonstrations and enablement sessions; **doubled demonstration volume** in mid-2025 while expanding partner readiness.
- Provided subject matter expertise on Archer GRC and other third-party integrations, clarifying technical capabilities, implementation considerations and customer value for sales and technical teams.
- Developed enablement content for Threat Protection, Privacy and RiskRecon Assessments; drove inclusion of RiskRecon learning materials in the Partner Resource Management platform.
- Coordinated Spanish, Portuguese and French-Canadian user guides with marketing and localization teams to support regional partners.

Customer Technical Services Analyst II April 2019 to September 2022

- Resolved technical and functional platform issues for enterprise clients and vendors; guided risk remediation and supported onboarding, partner demonstrations and integration discussions.
- Earned promotion for customer service, cross-functional communication and technical expertise before advancing into presales responsibilities.

EARLIER EXPERIENCE

Control4 | Sales Support Associate November 2012 to April 2019 | Salt Lake City, Utah

Received the Excellence in Service award and was entrusted with high-value accounts from newly acquired companies.

Quiksilver | Assistant Manager July 1998 to November 2012

Increased Park City store sales by 37%; led staff onboarding and mentoring across multiple locations.

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

Cyber Insights Certification, 2025 • Cyber Front CF2 Assessor and Consultant Certification, 2025 • Recorded Future Licensed to Sell, 40-hour L2Sell program • Cyber Quant CQ2 Sales and Business Development Certification, internal

Completed 60+ hours of product and portfolio training in 2026, with enablement contributions across RiskRecon, Threat Protection and Privacy.

EDUCATION

Bachelor of Science in Human Development and Family Studies

University of Utah | May 2012