

Patrick Norwood

Raleigh-Durham-Chapel Hill Area, NC, USA

patrick.h.norwood@gmail.com

[linkedin.com/in/phnorwood/](https://www.linkedin.com/in/phnorwood/)

Technical Skills

- Solution Architecture
- Technical Discovery
- Stakeholder Engagement
- Infrastructure as Code
- Privileged Access
- Hybrid Cloud
- Account Strategy
- Technical Narrative
- Value Messaging

Professional Experience

Delinea

Senior Sales Engineer, Apr. 2025 - Present

- Partner with multiple Account Managers (1:3 ratio) to support and optimize engagement strategies across enterprise accounts.
- Lead technical discovery and deliver Proof of Concept (PoC) engagements that demonstrate differentiation and accelerate customer buying decisions.
- Serve as a trusted technical advisor to security and IT stakeholders, aligning Delinea solutions to customer risk, compliance, and operational requirements.

Career Break

Travel, Sep. 2024 - Feb. 2025

- 6-month personal sabbatical focused on culture and language study across Hong Kong SAR, Singapore, and mainland China.

HashiCorp

Senior Solutions Engineer, Jul. 2022 - Aug. 2024

- Led pre-sales engineering activities for Fortune 500 strategic accounts, partnering closely with Account Executive (1:1 ratio) to support complex enterprise sales cycles.
- Conducted technical discovery, developed solution architectures, and articulated technical value propositions aligned to customer business outcomes.
- Served as a subject matter expert for Terraform and Vault, guiding customers on cloud automation, security, and infrastructure modernization strategies.
- Supported sales campaigns through architectural guidance, demos, technical workshops, and executive-level technical discussions.
- Maintained deep expertise across the HashiCorp product portfolio and competitive landscape to position solutions effectively in enterprise environments.

Red Hat

Senior Solutions Architect, Aug. 2019 - Jul. 2022

- Partnered with Account Executives (1:2 ratio) to support Fortune 500 enterprise sales cycles by designing solutions aligned to customer technical and business requirements.
- Built trusted relationships with enterprise stakeholders, enabling effective mapping of Red Hat products, consulting services, and training offerings to customer needs.
- Delivered technical presentations, demonstrations, and walkthroughs for Red Hat Enterprise Linux (RHEL) and Ansible Automation, leading to multiple closed-won six-figure deals.
- Acted as a technical advisor throughout the sales lifecycle, from discovery through solution validation.

Mass General Brigham

Infrastructure Manager, Jan. 2018 - May 2019

- Hired, trained, and managed a team of infrastructure engineers supporting an AI/ML-focused research organization.
- Designed, implemented, and operated hybrid infrastructure environments spanning network, storage, compute, identity management, and data center operations.
- Collaborated with data scientists, researchers, and software engineers to translate research requirements into scalable technical solutions.
- Coordinated with vendors and industry partners to evaluate offerings, define technical scope, and execute projects on time and within budget.

Mass General Brigham

Systems Engineer, Dec. 2015 – Jan. 2018

- Managed enterprise data center environments supporting HIPAA-compliant workloads.
- Designed and implemented custom REST APIs to reduce programming overhead and improve system security.
- Facilitated cross-functional collaboration among IT, researchers, clinicians, and developers to improve service delivery and system reliability.

Massachusetts General Hospital

Archive Specialist, Feb. 2013 – Dec. 2015

- Managed 2+ PB of HIPAA-compliant Protected Health Information (PHI), including business continuity and disaster recovery planning.
- Automated data integrity checks and access control workflows, reclaiming 8+ FTE hours per week through process improvements.
- Planned, implemented, and supported web-based zero-footprint visualization tools for clinical integrations.

Certification

- ISC2 [Certified Information Systems Security Professional \(CISSP\)](#)
- ISC2 [Certified Cloud Security Professional \(CCSP\)](#)
- Red Hat Certified Professional (Certification ID# [190-222-372](#))
- Anthropic [Claude Code In Action](#)
- Anthropic [AI Fluency – Framework & Foundations](#)

Education

- Northeastern University, Master of Science – Applied Nutrition GPA 3.8 / 4.0
- Wentworth Institute of Technology, Bachelor of Science – Computer Information Systems GPA 3.7 / 4.0