

ZACH ALVAREZ

Senior Technical Commercial Operator · AI-Native

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S U M M A R Y

Senior technical commercial operator with established experience across solar industry sales, technical sales, field application engineering, and customer support at five multinationals (US, China, Austria, Israel, Korea). Director of Sales, C&I at Tigo Energy — primary business development lead for Tesla Energy and essentially the full US string inverter and module manufacturer ecosystem; grew assigned territory from \$250K to \$15M+; first salesperson to a \$1M revenue quarter and a \$1M revenue month; direct people manager of 4 reports; present in executive decision-making during IPO preparation. Current technical leadership at Q Cells North America: authoring the formal customer support escalation architecture and co-managing the 17-person team that runs it.

Over the last several months, deployed Claude and other AI tools across multiple domains as a builder and architect, producing a 74-module individual-baseline measurement engine (**43 USPTO provisional applications filed April 2026**), AI-safety research drafts (IBTR / TRIL / DALD), a California advisory practice in pre-launch using Claude as production work product against attorney-reviewed engagement terms, and six vertical extractions of the engine's primitives. **Two of the six extractions closed cleanly on pre-declared bars; a third (SolPIE) inverted its architecture in direct response to what the wind work refuted, then closed against the same data-access ceiling that limits the broader engine — the discipline of falsifying my own work before claiming results.**

The portfolio demonstrates senior-commercial-meets-AI-builder credibility uncommon in the current AI hiring pool — buyer-side credentials at scale paired with builder-side AI fluency from primitives up.

C O R E C A P A B I L I T I E S

Enterprise B2B sales & customer success · Strategic account & executive-stakeholder management · Channel distribution & partner enablement (national distributors) · Customer support & escalation architecture · People management (direct reports across multiple roles) · GTM partnership & cross-functional collaboration ·

Technical sales & pre-sales engineering · CRM, support ticketing, and ERP tools (Salesforce, Sugar, Zoho, Jira, Zendesk, SAP) · Production AI / LLM workflow design · Multinational corporate operations (US / China / Austria / Israel / Korea)

P R O F E S S I O N A L E X P E R I E N C E

Sr. Field Applications Engineer · *Q Cells North America (Korea)* 2022 — Present

- Co-manage a 17-person FAE team with 5 direct reports; lead technical onboarding and escalation oversight for the Axia by Q Cells and New Homes installation entities. Title transition into formal management role currently in progress.
- Authored the formal customer support escalation architecture currently in production use across the enterprise support organization.
- Drive channel partner engagement and training across both external distribution (Greentech Renewables) and Axia, Q Cells's internal installer-distribution arm; technical training, adoption support, and structured escalation pathways.
- Designed cross-manufacturer pre-truck-roll diagnostic triage architecture: translating multi-vendor escalation patterns into structured customer-service decision-support.
- Primary technical trainer for the ESS suite; full-cycle participation in Gen 2 / Gen 3 ESS and AC module NPI, including lab and field testing against third-party products (Tesla, Enphase, FranklinWH).

Director of Sales, C&I · *Tigo Energy (Israel)* 2017 — 2022

- Direct people manager of 4 reports: owned hiring, performance coaching, day-to-day capacity management, and career development conversations for the team.

- Grew assigned territory from \$250K to \$15M+ in annual revenue. First Tigo salesperson to achieve \$1M revenue in a single quarter, then \$1M in a single month.
- Onboarded and managed three national solar distribution channels (including Greentech Renewables) plus four additional distributor relationships; structured channel agreements, partner enablement programs, and account performance reviews.
- Primary business development lead for Tesla Energy at Tigo plus essentially the full US string inverter and module manufacturer ecosystem; structured non-standard partnership agreements and multi-year channel engagements through executive negotiation, technical qualification, and post-sales resolution across tier-1 EPC and developer accounts.
- Participant in Tigo's IPO preparation period — present in executive decision-making meetings during the run-up to public listing. Operational exposure to legal, compliance, and liability apparatus assembly around an operating business.
- Global Salesforce administrator for the sales organization; led platform improvements, adoption, and reporting across operations and field teams.

Regional Sales Manager, Northern CA & Pacific NW · *Fronius USA (Austria)* 2017

- Developed the Northern California and Pacific Northwest region with EPCs, installers, and channel distribution partners (CED Greentech, Soligent, Sonepar, WESCO, Proinso, AEE). Customer-facing technical and commercial leadership across the territory.

Western Regional Sales Manager · *Sungrow USA (China)* 2015 — 2017

- Drove month-over-month revenue growth Q4 2015 through Q1 2017, working tier-1 and tier-2 EPCs and developers from executive decision-makers through engineering and procurement.
- US administrator of Zoho CRM rollout across sales, service, and administrative teams; contributed to company sales and operations procedures.

Sales & Operations · *AMtec Industries Inc. (US)* 2012 — 2015

- Managed every facet of the BOS product line release cycle — preliminary design, marketing, production, sales, supply chain, customer service — including custom solutions for the then-emerging string inverter market.
- Led customer negotiations with large EPCs including OEM contract opportunities; designed quotes and custom product specifications.

Industrial Outside Salesman · *Platt Electric Supply (US)* 2006 — 2011

- Outside sales for electrical, lighting, wire, and power distribution and control packages; quoted, specified, and secured product packages for contractor customers across an assigned territory.

A I D E V E L O P M E N T W O R K (S I N C E M A R C H 2 0 2 6)

- **PIE / IBTR / TRIL / DALD** — 74-module individual-baseline measurement engine with HSAPI open-standard interface. DALD module addresses deceptive-alignment divergence detection for deployed AI systems whose internals aren't accessible. **43 USPTO provisional applications filed April 2026** (filing IDs 64036946–64039431); non-provisional conversion decisions pending counsel review.
- **The Installer's View (theinstallersview.com)** — California advisory practice using Claude as production work product, backed by **attorney-reviewed Master Engagement Agreement and Terms of Service**. Nine-dimension content audit, full AI-usage disclosure across legal docs. Pre-launch May 2026.
- **The Installer's Lens** — TIV's analytical platform. Python + Streamlit + SQLite orchestrating **16 authoritative public data sources** (NREL, Google Solar API, CSLB, CFPB, CourtListener, SEC EDGAR, others) across a 10-lens analytical framework with vision-model OCR. AI drafts findings; principal verifies every numerical claim. Full audit trail. Fifth extraction of PIE primitives. Q3 2026 operational launch target.
- **WindPIE** — cross-domain validation of PIE primitives against the CARE-to-Compare wind turbine dataset. pre-registered bars locked before any analysis. **Closed cleanly on null** when individual-baseline detection failed to clear the pre-declared bar against the fleet-mean baseline.
- **Cardinal (EU AI Act reference architecture)** — reference architecture covering EU AI Act Articles 5, 9, 10, 12, 13, 14. **Killed ~24 hours after a self-commissioned competitive ultrareview surfaced Microsoft Agent Governance Toolkit (free, MIT-licensed)** on or around May 8, 2026.
- **FretMind** — live consumer reference app for the PIE engine. Web Audio API, MediaPipe Hands, Basic Pitch (Spotify), five LLM-routed coaching personas.