Cristian Gómez

Enterprise AI Adoption · Solutions Engineering · Customer Success

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PROFILE

I help large organisations turn new technology platforms, and increasingly AI, into measurable business outcomes. I have close to two decades across Asia-Pacific in customer success, solutions architecture and professional services roles, at global data and analytics software companies and at Accenture.

I was the first commercial solutions engineer in ANZ for a global cloud data company, led customer success and value realisation for an analytics platform, and today lead enterprise AI solutions engineering at Strategy. My focus is the business why: making adoption show up in results a CTO and CFO can defend. Computer engineer by training; I build hands-on when it helps the customer or the team.

My work sits at the intersection of technology and organisational design: how large organisations structure decision authority, governance and operating models around intelligent systems. I have designed Centres of Excellence, governance frameworks and adoption programs inside dozens of enterprises across telecommunications, banking, retail, healthcare and the public sector.

CORE STRENGTHS

Adoption and value realisation: success criteria, adoption pathways, value quantification and executive business reviews.

Enablement at scale: designed the solutions engineering methodology used by 50+ professionals across APAC.

Enterprise AI: agentic AI architectures, RAG, semantic layers and ontologies; hands-on with AI coding tools.

Founding roles: first commercial solutions engineer in ANZ for a global cloud data company; comfortable building a function from zero.

Executive and technical range: run workshops with executives and work through architecture with engineering teams.

Regulated industries: banking, insurance, telecommunications, retail, healthcare and public sector.

EXPERIENCE

Strategy (formerly MicroStrategy) · Lead Solutions Engineer, AI & BI Strategy — Dec 2024 to present · Melbourne

- Lead solutions engineering for enterprise AI engagements across ANZ, helping executive teams define AI roadmaps, operating models and the conditions for value realisation.
- Lead APAC solutions engineering enablement across six countries.
- Work daily with enterprise engineering and data teams designing semantic layers, ontologies and agentic AI architectures.
- Design and run multi-workstream executive workshops that translate business processes into quantified AI outcomes for enterprises including a big four bank, a global insurer, a national postal service, a major supermarket chain and a stock exchange operator.

Snowflake · Senior Solutions Engineer & APAC Sales Enablement Lead — Sep 2020 to Dec 2024 · Melbourne

- First commercial solutions engineer in ANZ; recognised as top contributor for new enterprise engagements.
- Defined the solutions engineering methodology used by 50+ professionals across APAC, covering account planning, opportunity assessment and value quantification.
- Owned enterprise data transformation programs end to end across telecommunications, retail and financial services, for key accounts including two big four banks and a major supermarket chain, from business case through production deployment and measured outcomes.
- Mentored SE and sales leaders across APAC as a Gallup Certified Strengths Coach.

ThoughtSpot · Customer Success Lead & Solutions Architect — Sep 2019 to Sep 2020 · Melbourne

- Owned the value realisation lifecycle for three strategic enterprise accounts, including a big four bank and a global semiconductor maker, on an AI-powered analytics platform.
- Defined customer success criteria and adoption pathways, connecting product usage to the business outcomes each account had committed to.

Tableau Software · Senior Solutions Architect & Solutions Consultant — Sep 2016 to Sep 2019 · Melbourne

- Led enterprise value engagements across APAC and ANZ, defining deployment governance standards and enterprise adoption approaches.
- Spent two years in Professional Services designing analytics environments, governance frameworks and operating models that made customer teams self-sufficient; shaped the New Zealand go-to-market approach.

Analytics8 · Technical Lead & Data Analytics Consultant — Mar 2015 to Sep 2016 · Melbourne

- Led data and analytics transformation programs for a big four bank and a private health insurer, owning solution architecture, data warehouse modernisation and cloud deployment on AWS.

Earlier roles · MicroStrategy, Accenture, Tecnova, everis, Nextel — 2008 to 2015 · Chile & Australia

- Seven years leading enterprise analytics consulting for telecommunications (Nextel and two other major telcos), a major supermarket chain and banking clients, across two continents and two languages.
- At Accenture, defined current and future state data architecture and led PMO governance across concurrent BI transformation programs at a major telco.

SELECTED PROJECT

DemoStacker · Internal presales platform, Strategy

- Designed and built a cross-functional platform giving solutions engineering and sales teams one place for demo content, ROI stories and enablement material.
- Built hands-on in Next.js and TypeScript using AI coding tools: content hub, ROI calculator, admin panel and multi-language support.
- Publicly recognised by Strategy's Chief Revenue Officer.

EXPERTISE

Enterprise AI & agentic systems: agentic AI orchestration, generative AI, RAG architectures, semantic layers, ontologies and knowledge graphs, intelligent decision support.

Data architecture: cloud data platforms across the major public clouds, data warehousing, lakehouse, data vault, data governance, enterprise integration.

Organisational design in practice: Centre of Excellence design, governance frameworks, operating models, enterprise adoption and change programs, executive sponsorship.

Industry domains: telecommunications, banking and financial services, insurance, retail and supply chain, healthcare, public sector.

EDUCATION AND RESEARCH

Doctor of Business Administration (part-time), Curtin University — Commencing 2027
Research: how decision rights and accountability shift when AI agents act inside large enterprises.

Master of Business Administration (MBA), RMIT University, Melbourne — 2020 to 2022

Diploma in Management & Technology, Universidad de Chile, Santiago — 2011 to 2012

Bachelor of Computer Engineering, Universidad Tecnológica de Chile (INACAP) — 2002 to 2006

CERTIFICATIONS

Gallup Certified Strengths Coach · Executive Coaching Certification (IECL) · MicroStrategy Certified Developer (Platinum) · Tableau Server Certified Professional · Snowflake SnowCore Professional

PUBLICATION AND LANGUAGES

Gómez, C. (2016). *Data Discovery with MicroStrategy 10*.

English (bilingual) · Spanish (native) · Italian (elementary)