

# WILL CARPENTER

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## SENIOR CUSTOMER SUCCESS ENGINEER

Customer-focused professional combining software engineering background with technical account management experience to drive product adoption and implementation, customer loyalty, and retention. Lead complex technical discussions, facilitate product demonstrations, and create innovative tooling and engineering solutions to maximize product value. Serve as Voice of the Customer (VoC) to drive product innovation and improvement.

## CAREER HIGHLIGHTS

- ✓ Captured 90%+ retention and boosted ARR by 200%+ by leading strategic upsells, renewals, and professional services initiatives across the client portfolio.
- ✓ Architected solutions, boosting conversion rates by 8% for an enterprise retail customer and transforming the culture of a major video game manufacturer through real-time insights into customer behavior.
- ✓ Engineered a proactive alert system that identified a critical checkout funnel issue for an enterprise home improvement company, averting \$2M in losses per hour.
- ✓ Worked collaboratively to develop a mobile app and re-platform an e-commerce website for a leading beauty retailer, driving a 40% increase in online revenue from \$1.2B to \$2B+ annually.

## PROFESSIONAL EXPERIENCE

QUANTUM METRIC • Remote

2021-2024

*A digital platform helping organizations use data to understand their customers and build digital products faster.*

### Senior Customer Success Engineer

Served as trusted technical advisor for a portfolio of Enterprise customers, proactively maximizing account health, product adoption, and utilization. Improved customer loyalty and retention by building strong relationships with key stakeholders to understand their analytics needs, uncover issues, and leverage data architecture expertise to architect innovative solutions.

- **Onboarding & Implementation.** Managed the customer journey from pre-sales proof of concepts to demonstrate quick time to value, to post-sales onboarding and implementation.
  - Created custom scripts, integrations, data governance protocols, and mobile SDK deployments.
  - Reduced time-to-value from weeks to days, accelerating customer ROI by 70%+.
- **Engineering Solutions.** Leveraged VoC to architect innovative tools and IAM solutions, leveraging SAML SSO/OIDC protocols and JIT provisioning, driving an 80% reduction in login-related support tickets.
- **Technical Account Management.** Grew and managed a portfolio with \$4M in ARR with major enterprise accounts across the telecom, retail, travel, and financial services sectors.

CLOUDSNAP • Austin, TX

2017-2021

*An automation platform that connects and integrates cloud or on-premises enterprise applications to automate manual tasks.*

### Sales Engineer | Implementation Engineer

Drove the technical aspects of the sales process, working closely with Account Executives to understand customer requirements and present tailored solutions. Conducted product demonstrations, technical presentations, and proof-of-concept engagements to showcase capabilities and value proposition. Worked with customers and internal teams to design customized solutions and prepared detailed technical proposals (architecture diagrams, implementation plans, cost estimates). Led onboarding and implementation, configured solutions within customer's existing systems, and leveraged VoC to continually improve products.

- **Automation Solutions.** Architected ERP integrations (SAP, NetSuite) which automated workflows, saving 10+ hours per week for clients.
- **Data Architecture.** Integrated invoice and expense data seamlessly into SAP systems.

*A framework for repetition-based learning so athletes and coaches get the most out of every minute.*

### Software Engineer

Designed, developed, and implemented software solutions, working with cross-functional teams to understand project requirements, develop scalable software, and drive continuous improvement. Wrote clean, maintainable, and efficient code while participating in code reviews and improving code quality. Architected new features, developed automated tests, and continuously debugged and troubleshoot issues.

- **Solution Architecture.** Developed interactive client interfaces for NFL and collegiate programs, improving user engagement.
- **App Development.** Architected an app using JavaScript and HTML to enhance real-time data visualization.

## EDUCATION

**Bachelor of Science in Electrical Engineering** • Texas State University • San Marcos, TX

## CERTIFICATIONS

**AWS Solutions Architect Certificate**, *in progress*

**Cloud Security Risks: Identify and Protect Against Threats**, Google Cloud Security

**Introduction to Security Principles in Cloud Computing**, Google Cloud Security

**Strategies for Cloud Security Risk Management**, Google Cloud Security

## TECHNOLOGY

Docker, TCP/IP, MongoDB, Big Query, Redis, Postgres, Linux OS (rhel, Debian), SSO/OAuth Implementation, SQL, JavaScript, Python, Ruby, API Endpoint Security, API, Chrome Development, Identity & Access Management, AWS, GCP, Cloudflare

## AREAS OF EXPERTISE

Technical Account Management • Tool Development & Engineering Solutions • Project Management • Data Analytics SaaS & Cloud • Post-Sales • Data Warehousing Architectures • CI/CD Pipelines • Technical Presentations • API's • AI Data Architecture, Infrastructure & Governance • Implementations • Data Querying & Modeling • Product Analytics