

# WILL CARPENTER

Senior Customer Success Engineer

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## SUMMARY

### Results-driven Technical Leader | Customer Success Strategist | Revenue Growth Catalyst

Leveraging deep technical expertise and strategic account management skills to drive customer adoption, optimize solution implementation, and maximize long-term client value across enterprise portfolios.

## IMPACT

- Achieved a revenue retention rate exceeding 90% across my client portfolio.
- Boosted ARR by over 200% through upsells, renewals, and professional services across portfolio.
- Created solution for enterprise retail customer resulting in an 8% conversion rate increase.
- Transformed the culture of a major video game manufacturer by offering real-time insight into customer behavior.
- Facilitated a doubling of the Net Promoter Score (NPS) for an enterprise car rental company
- Developed approach to identify fraudulent accounts and unauthorized resellers allowing the customer to block traffic coming from these IPs
- Engineered a proactive alert system that swiftly identified a critical checkout funnel issue for an enterprise home improvement company, enabling resolution within 30 minutes and averting potential revenue losses of \$2 million per hour.
- Played a key role in developing a leading beauty retailer's mobile app and re-platforming their e-commerce website, driving a 40% surge in online revenue from \$1.2 billion to over \$2 billion annually.

### Technical Skills

- Proficient in JavaScript, Python, Ruby, SQL
- Hands on experience with relational and non-relational databases: MySQL, Postgres, MariaDB, Big Query, DynamoDB, MongoDB Atlas
- Identity and Access Management: Proficient in SSO implementation using SAML and OIDC protocols; experienced with JIT provisioning and IAM best practices
- Working understanding of the TCP/IP model and the purpose and protocols that govern each layer; experienced with Wireshark, Nmap
- Proficient in API best practices, design, implementation, and documentation
- Experience with modern cloud tools: AWS, GCP, Docker, Cloudflare, Serverless frameworks, Linux, Git

### Customer Success Skills

- Proficient in owning retention, managing churn rates, and driving upsells.
- Proven capability of identifying key champions and potential areas for growth within client organizations.
- Skilled at recognizing inefficiencies and implementing change management strategies to enhance usage and adoption.
- Demonstrated effectiveness in communicating complex technical ideas to non-technical audiences.

## PROFESSIONAL EXPERIENCE

### Senior Customer Success Engineer

#### Quantum Metric | 2021 - 2024

- Architected and implemented IAM solutions leveraging SAML SSO and OIDC protocols, coupled with JIT provisioning, resulting in a 80% reduction in login-related support tickets
- Spearheaded customer onboarding processes, aligning configurations with the desired business outcomes. This include creating custom JavaScript scripts, integrations with other vendors, data governance protocols, and mobile SDK deployments. Reduced time-to-value from weeks to days, accelerating customer ROI by an average of 70%
- Established and maintained relationships with diverse stakeholders, from senior leaders to individual contributors.
- Managed a \$3-4 million ARR portfolio, accounts included major enterprises in telecom, retail, travel, and finance sectors.

### Sales Engineer/Implementation Engineer

#### Cloudsnap | 2017 - 2021

- Developed ERP integrations (SAP, NetSuite) that automated workflows, saving clients 10+ hours per week
- Integrated invoice and expense data into SAP
- Bridged communication between sales teams and potential clients in technical discussions, facilitating smoother sales processes.
- Conducted live demos and created POCs, contributing to a significant increase in successful sales conversions.

### Software Engineer

#### Right Call Consulting | 2015 - 2017

- Developed interactive client interfaces for NFL and collegiate programs, resulting in improved user engagement.
- Created app using vanilla JavaScript and HTML canvas, enhancing real-time data visualization.
- Gathered user feedback to prioritize enhancements, leading to an improvement in user satisfaction.

### Certifications

- Google's Strategies for Cloud Security Risk Management
- Google's Introduction to Security Principles in Cloud Computing
- IBM Blockchain for business