WILL **CARPENTER**

Senior Customer Success Engineer

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SUMMARY

An adept technical professional with a customer-centric approach, utilizing advanced technical knowledge and exceptional communication skills to deliver exceptional support and build enduring relationships with customers.

SKILLS

- Proficient in owning retention, churn rate, and upsells
- Capable of identifying key champions and potential areas for growth
- Skilled at recognizing inefficiencies and change management strategies to enhance usage and adoption
- Demonstrated effectiveness in communicating complex technical ideas to non-technical audiences
- Experienced in defining key performance indicators (KPIs) for customer success and collaborating with teams to meet objectives
- Proficient in JavaScript, Python, Ruby, and SQL, Wireshark
- Experience with cloud infrastructure deployment tools and proficient in API implementation and documentation
- Comprehensive knowledge of the TCP/IP model and the protocols that govern each layer

IMPACT

- Achieved a retention rate exceeding 90% across my client portfolio.
- Boosted ARR by ~300% 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 .

PROFESSIONAL EXPERIENCE

Senior Customer Success Engineer

Quantum Metric | 2021 - Present

- Responsible for all technical requests from customer including writing custom JS scripts, integrations with other vendors as well as all platform configurations
- Establish relationships with a diverse audience: senior leaders, middle managers, individual contributors - both technical and non-technical
- Managed $3 mil+ ARR book of clients, many large enterprise companies across various sectors — telecom, retail, travel, finance
- Understand client's KPIs, define their implementation plan, and configure the platform to handle their unique business needs

Sales Engineer/Implementation Engineer

Cloudsnap | 2017 - 2021

- Built integrations with customer ERPs (SAP suite, NetSuite, etc) to automate their business workflow.
- Served as the communication gap and proxy between sales and potential customer in technical conversations.
- Performed live demos for prospective customers and created POCs as necessary

Software Engineer

Right Call Consulting | 2015 - 2017

- Developed interactive client interface for digitized playbooks for NFL and collegiate programs.
- Created app using vanilla Javascript with HTML canvas element.
- Optimized user experience and product design; gathered user feedback and to prioritize enhancements

REFERENCES

Francis Cordon: SVP Customer Success at Quantum Metric
  - linkedin.com/in/francis-cordón-38a872

Matt Bradley: Former Cloudsnap CEO, Board of directors of multiple companies
  - linkedin.com/in/matt-bradley-0413726

Chad Gardner: VP of Solutions Engineering at Affinity
  - linkedin.com/in/chadmgardner