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.

IMPACT

- Achieved a 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 .

SKILLS

Technical

- **Programming Languages**: Proficient in JavaScript, Python, Ruby, SQL
- **Database Management**: Working knowledge of relational and non-relational database concepts, schema design. Experience with Postgres, Redis, MariaDB, Big Query, MongoDB
- **Networking**: Working knowledge of the TCP/IP model, the protocols that govern each layer; experienced with Wireshark, Nmap
- **API Implementation**: Proficient in API implementation and documentation.
- **Cloud Computing**: Experienced with cloud infrastructure deployment tools: AWS, GCP, Cloudflare

Customer Success

- **Retention and Growth**: Proficient in owning retention, managing churn rates, and driving upsells.
- **Key Champion Identification**: Capable of identifying key champions and potential areas for growth within client organizations.
- **Inefficiency Recognition**: Skilled at recognizing inefficiencies and implementing change management strategies to enhance usage and adoption.

Communication and Collaboration:

- **Technical Communication**: Demonstrated effectiveness in communicating complex technical ideas to non-technical audiences.
- **KPI Definition**: Experienced in defining key performance indicators (KPIs) for customer success and collaborating with teams to meet objectives.

PROFESSIONAL EXPERIENCE

Senior Customer Success Engineer

Quantum Metric | 2021 - 2024

- Handled all technical requests, including custom JS scripts, vendor integrations, and platform configurations, improving operational efficiency.
- Established and maintained relationships with diverse stakeholders, from senior leaders to individual contributors.
- Managed a $3-4 million ARR client portfolio, including major enterprises in telecom, retail, travel, and finance sectors.
- Defined and implemented client-specific KPIs, optimizing platform configurations to meet unique business needs.

Sales Engineer/Implementation Engineer

Cloudsnap | 2017 - 2021

- Developed ERP integrations (SAP, NetSuite) that automated workflows, saving clients 10+ hours per week
- 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.

REFERENCES

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

Chad Gardner: VP of Solutions Engineering at Affinity
- linkedin.com/in/chadmgardne.05r

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