

# WILL CARPENTER

## Applied AI & Customer-Facing Engineer

Austin, TX • [will@willcarpenter.me](mailto:will@willcarpenter.me) • 303.335.6184

[linkedin.com/in/williamcarpenteriii](https://www.linkedin.com/in/williamcarpenteriii) • <https://willcarpenter.me>

### CAREER HIGHLIGHTS

Customer-facing technical leader who delivers measurable enterprise impact across mission-critical systems. Experience ranges from implementing kiosk code for United Airlines' traveler infrastructure to surfacing critical e-commerce issues at Home Depot and integrating real-time NPS analytics for Nintendo. Proven track record of building trusted relationships with Fortune 500 technical stakeholders while architecting solutions that accelerate implementations from weeks to days and ensure long-term adoption success.

### PROFESSIONAL EXPERIENCE

#### QUANTUM METRIC • Remote 2021-2024

##### Senior Customer Success Engineer

- Acted as a trusted technical advisor to a \$4M portfolio of Fortune 500 clients, guiding adoption strategies that contributed to a 96% renewal rate .
- Led onboarding for high-touch accounts, configuring integrations, identity systems (Okta, Azure AD, OneLogin), and SDK deployments to reduce implementation timelines from weeks to days .
- Partnered with customer engineering teams to design secure SAML/OAuth SSO workflows, resolving metadata and provisioning issues and cutting login-related support tickets by 80% .
- Built and customized integrations that surfaced real-time insights, helping clients like Nintendo and Home Depot identify critical user experience gaps and prioritize fixes.
- Mentored new hires and created reusable toolkits and documentation to standardize onboarding and reduce time-to-ramp for technical teammates

#### CLOUDSNAP • Austin, TX • 2017-2021

##### Sales Engineer / Implementation Engineer

- Served as the primary technical advisor in pre-sales, delivering custom demos, deep dives, and proof-of-concepts that validated fit and accelerated enterprise evaluations.
- Engineered ERP integrations (SAP, NetSuite) that automated financial workflows, saving client teams 10+ hours per week and reducing manual invoicing errors.
- Authored technical proposals and system architecture docs to align integrations with customer infrastructure and stakeholder requirements.
- Led end-to-end implementation projects across cloud and on-prem environments, configuring APIs and serving as the technical liaison through onboarding.
- Applied voice-of-customer insights to improve product design and automation templates, driving adoption and long-term satisfaction.

#### RIGHT CALL CONSULTING • Denver, CO • 2014-2017

##### Software Engineer

- Developed and deployed custom web applications to support real-time coaching workflows for NCAA and NFL programs, improving usability and engagement during training and game prep.
- Designed interactive dashboards and front-end interfaces using JavaScript and HTML, enabling faster performance analysis and decision-making for coaching staff.
- Introduced automated testing, peer code reviews, and debugging practices that improved system reliability and reduced production issues.

# A P P L I E D   A I   P R O J E C T S

- AI Inspection Platform (Oil & Gas) — Engineered a Python/FastAPI system that transforms manual API 579 compliance into an automated workflow, cutting analysis from hours to seconds. Designed with audit trails for regulatory trust, positioning the platform as a next-generation safety and compliance solution.
- F1 Telemetry Analysis — Built data pipelines to capture and process high-frequency race telemetry. Applied retrieval-style techniques to compare driver performance in real time, delivering insights on race pace, tire degradation, and strategy optimization that showcase how AI can turn raw data into competitive advantage.
- AI Fraud Detection Pipeline — Created an OCR + NLP system combining Tesseract.js and Sharp to detect anomalies in financial reports. Designed for auditors and compliance teams, the pipeline demonstrates how applied AI can expose risks hidden in thousands of documents that humans would miss.

## E D U C A T I O N

**Texas State University - San Marcos, TX**

**Bachelor of Science in Electrical Engineering - 2012**

## C E R T I F I C A T I O N S

**AWS Certified Solutions Architect**

**Issued by: AWS Certified Solutions Architect Amazon Web Services (AWS)**

**CockroachDB Practitioner**

**Issued by: Cockroach Labs**

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

**Issued by: Google Cloud Security**

**Introduction to Security Principles in Cloud Computing**

**Issued by: Google Cloud Security**

**Strategies for Cloud Security Risk Management**

**Issued by: Google Cloud Security**

**Python for Data Analysis**

**Issued by: Coursera**

## T E C H N O L O G Y

Python, JavaScript, SQL, Postgres, CockroachDB, MongoDB, Cloudflare Services, Tailscale, API Security, SAML/OAuth SSO, Containerization, Linux (RHEL/Debian), AWS, GCP, Chrome DevTools, LangChain, Vector Databases, LLMops, Embeddings, FastAPI

## A R E A S   O F   E X P E R T I S E

Applied AI Solutions ▪ Customer-Facing Engineering ▪ Solving Business Problems with Code ▪ Data Pipelines & Analytics ▪ API Integrations & Security ▪ Cloud Architecture ▪ Distributed Databases ▪ Technical Advisory & Enablement ▪ Identity & Access Management (IAM/SSO) ▪ AI Application Development ▪ Monitoring & Observability