

WILL CARPENTER

Applied AI & Customer-Facing Engineer

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CAREER HIGHLIGHTS

Customer-facing technical leader that delivers measurable enterprise impact across mission-critical systems. Experience ranges from technical management for all United Airlines digital properties. Proactively addressing critical e-commerce issues for Home Depot preventing millions in lost sales, influencing a culture change at Nintendo of America. Proven track record of building trust and advising Fortune 100 stakeholders with their main revenue stream by architecting solutions that bring measurable impact for my customers.

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.

APPLIED AI PROJECTS

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.

Universal 'Non-truth' Detector — Implemented Tesseract.js OCR to scan document and images, assigning a confidence score to the validity. Integrated multiple MCP (Model Context Protocol) servers for live verification against government databases, complaint systems, and domain analysis. Developed specialized analyzers for phone deals using "mathematical impossibility detection" and emotional manipulation patterns

EDUCATION

Texas State University - San Marcos, TX
Bachelor of Science in Electrical Engineering - 2012

CERTIFICATIONS

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

TECHNOLOGIES

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

AREAS OF EXPERTISE

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