

# WILL CARPENTER

## SENIOR CUSTOMER SUCCESS ENGINEER

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### CAREER HIGHLIGHTS

Customer-obsessed technical leader with a background in software engineering and a proven track record driving product adoption, implementation, and retention across Fortune 500 clients. Known for delivering high-impact solutions in IAM, SaaS, and data integration environments. Adept at building trusted relationships, simplifying complex architectures, and translating feedback improvements. Experienced across SAML/OAuth SSO, JIT provisioning, cloud platforms, and technical enablement strategy.

### PROFESSIONAL EXPERIENCE

#### QUANTUM METRIC • Remote 2021-2025

##### Senior Customer Success Engineer

- Acted as trusted advisor for a \$4M ARR portfolio of Fortune 500 clients; led all technical strategy, executive briefings, and QBRs to ensure 96% renewal rate and drive strategic expansions.
- Led end-to-end onboarding for high-impact accounts, including multiple \$1M ARR white-glove clients; accelerated time-to-value, reduced implementation timelines, and supported long-term adoption.
- Designed and deployed enterprise IAM solutions using Okta, Azure AD, and OneLogin; configured SAML/OAuth SSO with JIT provisioning, resolving metadata issues and reducing login-related support tickets by 80%.
- Created custom integrations, data governance workflows, and mobile SDK deployments that cut onboarding time from weeks to days and boosted early ROI by 70%+.
- Mentored new team members and standardized onboarding practices through reusable toolkits, technical documentation, and cross-functional training.
- Architected solutions, boosting conversion rates by 8% for an enterprise retail customer and transforming the culture of a major video game manufacturer through real-time insights into customer behavior.

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

##### Sales Engineer / Implementation Engineer

- Spearheaded pre-sales engineering efforts by delivering custom demos, technical deep-dives, and proof-of-concepts that accelerated enterprise deal velocity and increased close rates.
- Engineered ERP integrations (SAP, NetSuite) to automate financial workflows, saving client teams 10+ hours per week and reducing manual errors in invoicing and expense reporting.
- Created comprehensive technical proposals and system architecture documents, ensuring seamless alignment with customer infrastructure and stakeholder requirements.
- Led full-cycle implementation projects, configuring integrations and APIs within cloud/on-prem environments and serving as the primary technical liaison across onboarding phases.
- Applied VoC insights to inform product design and automation templates, directly contributing to platform improvements and long-term customer satisfaction.

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

##### Software Engineer

- Developed and deployed custom web applications to support real-time coaching workflows for NFL and NCAA programs, improving usability and engagement across elite athletic teams.
- Designed interactive front-end interfaces and visualization dashboards using JavaScript and HTML, enabling faster decision-making during training sessions and game prep.
- Conducted code reviews, implemented automated test coverage, and continuously debugged performance issues to maintain high product reliability.



Cloudflare Platform Experience, Active Production Deployment –

F1 application running via Cloudflared tunnel served by local machine. Workers: [Specific use case - edge computing, API routing, etc.] - R2: [Object storage implementation details] - Pages: [Static site deployments, framework integrations] Implement 1.1.1.1 on every gateway and device I can touch - - 1.1.1.1/WARP proficient

## EDUCATION

### Texas State University

San Marcos, TX, 2012

Bachelor of Science in Electrical Engineering

## CERTIFICATIONS

### AWS Certified Solutions Architect

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

### Python for Data Analysis

Issued by: Coursera

### 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

## TECHNOLOGY

Python, JavaScript, SQL, Postgres, Cloudflare Tunnels, DNS configurations, a solid understanding of WARP and the 1.1.1.1 mobile application, Cockroach, MongoDB, API Security, SAML/OAuth SSO, JIT Provisioning, Containerization, Linux (RHEL/Debian), Cloudflare, cloudflared cli, Nmap, Traceroute, AWS, GCP, Chrome Dev Tools, OAuth/OIDC and SAML IAM experience, Distributed Systems, Micro-service Architecture

## AREAS OF EXPERTISE

Technical Account Management ▪ Solving Business Problems with Code ▪ Data Analytics ▪ Relationship Building

Cloud Architecture ▪ Distributed Systems & Databases ▪ SQL Locality ▪ Data Warehousing Architectures ▪ Technical Presentations ▪ APIs Infrastructure & Governance ▪ Implementations ▪ Data Querying & Modeling ▪ Product Analytics