

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.

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, Cockroach, MongoDB, API Security, SAML/OAuth SSO, JIT Provisioning, Containerization, Linux (RHEL/Debian), Cloudflare, AWS, GCP, CI/CD, Chrome Dev Tools, Identity & Access Management (IAM), 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