WILL CARPENTER

SENIOR CUSTOMER SUCCESS ENGINEER

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CAREER HIGHLIGHTS

Customer-obsessed technical leader who delivers measurable enterprise impact across mission-critical systems - from implementing kiosk code for United Airlines' traveler infrastructure to boosting Home Depot's e-commerce conversion rates by 8% and transforming Nintendo's organizational culture through real-time customer insights. Proven track record building trusted relationships with Fortune 500 technical stakeholders while architecting solutions that accelerate implementations from weeks to days and drive immediate ROI.

PROFESSIONAL EXPERIENCE

QUANTUM METRIC ▪ Remote 2021-2024

Senior Customer Success Engineer

➢ Acted as trusted advisor for a $4M ARR portfolio of Fortune 500 clients; l ed 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 o➢nboarding 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 culturemajor video game manufacturer through real-time insights into customer behavior.

CLOUDSNAP ▪ Austin, TX ▪ 2017-2021

Sales Engineer / Implementation Engineer

➢ Led our pre-sales engineering team 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 tedious financial workflows, saving client teams 10+ hrs/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.

CURRENT FOCUS

Currently collaborating on an AI-powered inspection management system for the oil & gas industry, designed to prevent equipment failures and ensure regulatory compliance. The system uses machine learning to automatically extract data from inspection reports, perform safety calculations, and identify equipment at risk of failure - reducing what typically takes engineers hours of manual work down to seconds. Built with Python/FastAPI backend and implementing industry-standard API 579 calculations with full audit trails for regulatory requirements. This addresses a critical industry need where aging infrastructure and manual processes create significant safety risks and compliance challenges. The platform is being developed for a potential $15M enterprise deployment across multiple petroleum facilities.

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)*

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 Services, Tailscale, LLM development, CockroachDB, MongoDB, API Security, SAML/OAuth SSO, Containerization, Kubernetes, Linux (RHEL/Debian), UNIX, AWS, GCP, Chrome Debugger Tools

AREAS OF EXPERTISE

Technical Account Management ▪ Solving Business Problems with Code ▪ Data Analytics ▪ Relationship Building Cloud Architecture ▪ Distributed Systems & Databases ▪ SQL ▪ Technical Presentations ▪ APIs Infrastructure & Governance ▪ Implementations ▪ Data Querying & Modeling ▪ Product Analytics ▪ AI Application Development