



Christopher D Merchant II

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Professional services project manager - customer champion - account manager

Experience

Technical Project Manager, Pyramid Solutions, LLC – Remote – October 2016 to Present

Determined and directed technical aspects of IaaS projects and implementations in concert with client representatives, and executed implementation guidelines while preventing scope creep with multi-tiered stakeholders in an agile environment focusing on AWS and Azure Cloud deployment.

- Developed strategy to reduce implementation timeline by 30%, reducing onboarding cost and increasing NPS scores simultaneously
- Worked with internal and external stakeholders to enrich end-user experience with UX and UI design improvements
- Implemented long-term strategies to ensure services exceeded end-user expectations while adhering to compliance standards

Senior Operations Analyst, Avidxchange, Inc. - Charlotte, NC - March 2014 to October 2016

Supervised team of customer relationship managers providing client platform onboarding, hybrid sales/account management, and post-sale implementation professional services for SaaS financial technology suite automating the accounts payable process.

- Implemented messaging playbook for customer success teams to drive revenue conversion upwards of 25% against previous year metrics
- Managed client escalations during a lateral acquisition that increased support touch points by 200% while maintaining customer satisfaction
- Engineered structured processes and mapped process flows for standard customer issues and developed client-facing knowledgebase to proactively resolve customer inquiries to reduce service team overhead

Corporate Sales Representative, Retail Services & Systems, Inc. - Bethesda, MD - May 2012 to March 2014

Drove sales from prospects by identifying and securing inbound direct sales leads, developing personal portfolio of qualified consistent buyers, and generating customer retention strategies in the corporate B2B sales space.

- Served as client-facing subject-matter expert for technical aspects of full product stack, and executed successful product demos
- Executed sales of high-margin upsell white-label SKUs exceeding monthly/quarterly quotas relying on client portfolio and ad-hoc prospecting to exceed regional sales average by 67%

Principal and Founder, Merchant Consulting Group, LLC - Charlotte, NC - June 2008 to June 2012

Created sole proprietorship marketing and IT consulting firm to construct client IT infrastructure and web presences with advanced eCommerce and client contact mechanisms for small and medium-sized businesses.

- Generated and deployed marketing copy for organizations in construction, automotive sales and service, and other industries with direct-customer and B2B business models for web presence creation
- Applied web development front and back-end best practices to create/implement scalable remote access, network storage, collaborative platform, and end-user desktop experiences to improve internal workflows and eliminate manual processes
- Built \$300K ARR client portfolio from outbound prospecting and inbound customer referrals while managing project pipeline and executing deliverables consistently ahead of schedule

Education & Certifications

Queens University of Charlotte, B.A., Political Science, Pre-Law – August 2009 to January 2012

Executive Secretary of Phi Kappa Sigma Fraternity, Delta Chi chapter (2 year tenure), focused on detailing notes and records and retaining chapter history.

WSET - Level 2 Certification – December 2014

Alton College, GCE-A - English, Economics, Law, Business – June 2009

Technical Skills

- Salesforce administration
- PHP/MySQL development
- Windows Server administration
- Linux server administration
- Bootstrap development
- Jira/Asana/MS Project proficiency
- Excel/Access proficiency (reporting/analytics/querying)
- AvidPay/AvidInvoice proficiency (integration/support)
- GSuite administration