Chris Merrill

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Objective

To leverage my organizational, interpersonal, and technical skillset to contribute to a dynamic team of professionals while continuously innovating through the use of AI and automation to improve efficiency for myself, colleagues, and clients.

Key Qualifications

- Innovative problem-solver with a creative approach to AI, automation, and API integration
- Experienced in working with documents and automation for over a decad
- Excellent interpersonal skills with colleagues, superiors, and subordinates
- Proven ability to build and maintain client relationships
- Ability to perform under strict deadlines without direct supervision
- Success in engaging with both technical and business users
- Recognized thought leader in identifying product gaps and driving roadmap priorities
- Proven success representing Adobe at major industry events like Dreamforce
- Well-versed in Adobe Creative Suite, with hands-on experience in automating tasks using APIs including participation in DME hackathons

Experience

Senior Solutions Consultant – Digital Media, Adobe Inc.

August 2014 – Present; San Jose, California; Remote - Utah

Major Responsibilities

- Engage with Enterprise C-Suite, Business owners, and technical resources in sales opportunities
- Engage at a deep technical level with customers integrating APIs and pre-built integrations
- Design, build, and implement customizations interfacing with Adobe Sign
- Scope and fulfill Adobe Sign professional services engagements

Major Accomplishments

- Recognized for selling the first Agreement Experience (AGX) opportunity across multiple business units within a fortune 500 real-estate company.
- Awarded 2022 Q3 SC of the Quarter for leadership and thought leadership in identifying key feature gaps
- Represented Adobe at Dreamforce, demonstrating and evangelizing Adobe products within the Salesforce ecosystem
- Contributed to over $27M in new ASV since 2018 with notable engagements in industries such as e-commerce, social media, telecommunications, automotive, healthcare, pharmaceuticals, and real estate
- Championed the inclusion of SMS delivery for agreements, resulting in its addition to the roadmap and eventual go-live
- Modified AGX demo collateral for Dreamforce demonstrations and provided troubleshooting and guidance to internal Adobe Salesforce teams
- Implemented multiple custom projects with aggressive timelines
- Consistently closed seven-figure competitive opportunities
- Created successful proofs of concept for enterprise prospects
- Closed the largest opportunities in Adobe Sign history
- Peer-nominated and recognized multiple times as Solution Consultant of the Quarter
- Designed, built, and deployed an automated account handoff process improving efficiency

Senior Success Account Manager, Partner Premier - salesforce.com

August 2011 – August 2014; San Francisco, California

Major Responsibilities

- Managed numerous global partner accounts to ensure proper engagement with multiple internal teams
- Ensured partners maximized their investment in the force.com platform
- Managed escalation activities to ensure efficient resolution

Major Accomplishments

- Retained over $3 million in revenue through global escalation resolution activities
- Provided world-class customer engagement resulting in high partner renewal rates

Senior Development Support Engineer, Top Customer Program - salesforce.com

September 2010 - August 2011; San Francisco, California

Major Responsibilities

- Investigated developer-related issues for salesforce.com's largest global customers
- Resolved issues within established SLA guidelines
- Wrote knowledgebase articles for new issues discovered through case resolution

Major Accomplishments

- Maintained the highest global customer satisfaction survey score with 3x the responses compared to peers
- Consistently closed cases within SLA guidelines

Senior Technical Consultant, Technical Architect - salesforce.com

August 2009 - September 2010; San Francisco, California

Major Responsibilities

- Conducted requirements and design sessions for consulting customers
- Architected and built applications on the force.com platform
- Managed numerous projects and accounts simultaneously
- Worked with project managers and developers to ensure project success

Major Accomplishments

- Completed all projects on time and on budget

Senior Solutions Architect / Manager / Consultant, Inforte - VMware

July 2008 – August 2009; Palo Alto, California

Major Responsibilities

- Developed a project plan for salesforce.com Partner Portal deployment
- Conducted requirements gathering sessions with clients
- Ensured compliance with consulting methodology
- Designed Partner Portal application to meet strict requirements while maintaining best practices

Major Accomplishments

- Architected and built the partner portal for VMware within complex requirements
- Completed initial phase of deployment activities within budget and time constraints