

Chris Merrill

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Objective

To utilize my organizational, interpersonal, and technical skillset to contribute to a dynamic team of professionals.

Key Qualifications

- Ability to think outside the box to solve complex problems
- Excellent interpersonal skills with colleagues, superiors, and subordinates
- Proven ability to gain and maintain client rapport
- Ability to perform under strict deadlines without direct supervision
- Proven success engaging with technical and business users

Experience

Senior Solution Consultant - Document Cloud, Adobe Sign

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

Major Responsibilities

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

Major Accomplishments

- Implemented multiple custom projects with a very aggressive timeline.
- Consistently close seven-figure competitive opportunities
- Created successful proofs of concept for enterprise prospects.
- Closed largest opportunities in Adobe Sign history.
- Peer nominated and recognized multiple times as Solution Consultant of the Quarter.
- Designed, Built, and Deployed automated account handoff process improving efficiency.

Senior Success Account Manager, Partner Premier - salesforce.com

August 2011 – August 2014; San Francisco, California

Major Responsibilities

- Manage numerous global partner accounts to ensure a proper level of engagement with multiple internal teams.
- Ensure partners are maximizing their investment in the force.com platform.
- Manage escalation activities to ensure all involved parties work efficiently toward closure.

Major Accomplishments

- Managed global escalation resolution activities to retain over \$3 million in revenue to salesforce and partners.
- Provide world-class customer engagement resulting in a high level of partner renewal to this paid program.

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

September 2010 - August 2011; San Francisco, California

Major Responsibilities

- Investigate developer-related issues for salesforce.com's largest global customers.
- Resolve issues with accurate resolution in a timely manner, within established SLA guidelines.
- Write knowledgebase articles for new issues discovered through case resolution.

Major Accomplishments

- Maintained the highest global customer satisfaction survey score. While receiving 3x the responses compared to peers.
- Continually closed cases within established SLA guidelines.

Senior Technical Consultant, Technical Architect - salesforce.com

August 2009 - September 2010; San Francisco, California

Major Responsibilities

- Conduct requirements and design sessions for consulting customers.
- Architect and build applications for customers on the force.com platform.
- Manage numerous projects and accounts simultaneously.
- Work with a team of 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; Chicago, Illinois

Major Responsibilities

- Develop a project plan for salesforce.com Partner Portal deployment.
- Conduct Requirements Gathering sessions with clients including interaction with all levels of the company.
- Ensure compliance with established consulting methodology.
- Design Partner Portal application to conform to strict requirements while maintaining best practices.
- Manage development environments to support ongoing development on the force.com platform.

Major Accomplishments

- Architected and built the partner portal for VMware while staying within extremely complex requirements.
- The completed initial phase of deployment activities within budget and time constraints.
- Produced product plan and supporting documentation.
- Created design draft for complex partner portal implementation including many integration points.

Worldwide Sales Operations Manager; LANDesk Software

January 2007 – July 2008; Salt Lake City, Utah

Major Responsibilities

- Administer CRM (salesforce.com) for 300+ worldwide users.
- Develop and deliver training for users worldwide.
- Provide reporting data as needed to all levels of the organization.
- Consult on technical projects to further the effectiveness and productivity of multiple internal organizations.

Major Accomplishments

- Instrumental in the global implementation of salesforce.com
- Designed, engineered, deployed, and trained on custom-built Ajax quoting tool in Salesforce.com.
- Designed and deployed cross-organization salesforce.com search tool.
- Installed and deployed Salesforce.com PRM Partner portal application at a highly accelerated rate.

Testimonials: *References available upon request.*

"Thank you for everything you do Chris. It is a true pleasure to have you on the team given you are always willing to jump in and assist and leverage your product expertise and effective communication skills to drive positive outcomes for existing and new customers. Moreover, you are very knowledgeable, well spoken, customer focused, and a big asset to Adobe. Your help on the HCA, Cigna and MGB DocuSign take out/Sign standalone deals (to name a few) was outstanding – specifically strategizing with Christine prior to customer meetings, building technical differentiation with customer stakeholders (to include executives), and showing how the technology can be applied to solve business problems." - [Bob Carollo, AVP, Adobe Document Cloud](#)

"Chris and I have been working together for the past two and half years. During that time, we have closed many strategic deals that include DocuSign displacement, and strategic growth (incremental ASV) with current customers, net new use cases. Some of those strategic wins are Cigna, HCA, Ascension, Boston Scientific, Centene, Trinity HC, Jackson HC.... Chris has helped in the preparation and closure of these opportunities in a pre-sales and post sales capacity. He has been instrumental in helping drive and deliver valuable messaging, he is a strong subject matter expert lending credibility with our customers. Some of those activities are, Adobe Days, IPOV's, tailored demonstrations of our product portfolio that directly map into the customers' investments and address their use cases for application integration. Chris is an exceptional speaker, communicator and builds credibility with our customers quickly." - [Christine Trickett, Strategic Account Executive, Adobe Document Cloud](#)

"Chris and I have worked together for almost three years. During that time, he has been an indispensable partner, and one of the top drivers of success in my territories. Without a doubt Chris has superior technical skills, and a strong presence with customers throughout the full sales cycle. What uniquely differentiates Chris from every other SC, is a genuine curiosity about a client's business, beyond what's visible, to find problems that haven't been articulated. If that were not enough, he's incredibly vested in helping clients solve those problems, the deeper ones, making every client feel he has their best interests at heart. He's Consultant first, Solution second." - [Stephen Reisman, Strategic Account Executive, Adobe Document Cloud](#)

"I have worked closely with Chris for the last 2 years as a business partner and I would recommend him without qualification. He is an excellent problem solver and is always very creative and tenacious in seeking solutions to challenges. He is able to bridge the gap between business requirements and technical solutions, making him a very valuable asset for any team. And his energy and sense of humor made him a joy to work with." - Kimberly Seabrook, VP, Corporate Sales, Salesforce.com

"Where do you start with Chris? He is a man of many talents that are not easily duplicated. He is someone that I came to rely on heavily as a pivotal member of my team who magically made the wild, hair-brained ideas we had to grow into a reality. He has the ability to quickly conceptualize a solution to virtually any technical problem that is thrown at him, and execute single-handedly what would take a team in most situations. His ability to lead others and foster relationships is enviable. And his vision, creativity, savvy, and passion for what he does is second to none. It has been an honor working for him and he comes highly recommended for any organization particularly that is looking for a premier caliber Salesforce.com, PRM, or just plain systems guru! Chris Merrill is an invaluable asset!" - [Don Tarwater, VP, Account Maintenance, Vision Home Security](#)