

MATT EDWARDS

edwardsdmatt@gmail.com | linkedin.com/in/matt-edwards- | Secret Clearance | Remote

PROFESSIONAL SUMMARY

Customer Success Manager with 5+ years driving cloud adoption, retention, and expansion within AWS partner ecosystems. Proven track record managing \$5.5M ACV portfolio with 98% gross retention and \$1M+ expansion revenue. Expert in enterprise onboarding, multi-cloud cost optimization, and FedRAMP compliance. Trusted advisor to C-level stakeholders with deep expertise in AWS, Azure, and SaaS platforms.

CORE COMPETENCIES

Customer Success: Account Management, Retention, Expansion Revenue, Onboarding, QBRs, Health Scores, NRR/GRR, Churn Reduction

Cloud & Technical: AWS, Azure, GCP, Multi-Cloud, FedRAMP, GovCloud, Cost Optimization, Well-Architected Reviews, SaaS, Implementation

Metrics & Business: \$5.5M Portfolio Management, 98% Retention, \$1M+ Expansion, ACV/ARR Management, Business Outcomes, ROI Optimization

PROFESSIONAL EXPERIENCE

Cloud Delivery Manager, 2bCloud (AWS Premier Consulting Partner)*Remote | February 2026 - Present*

- Lead end-to-end customer onboarding and cloud implementation across AWS, Azure, and GCP, managing scope, timelines, and stakeholder alignment from kickoff through go-live
- Drive integration setup including IAM/SSO, networking, monitoring/logging, and API integrations to meet enterprise security and operational requirements
- Manage cloud funding programs (AWS MAP, Azure Migrate & Modernize, GCP funding) including eligibility, submissions, evidence, and reconciliation to maximize customer investment
- Coordinate cross-functional delivery teams including MSP Director, Solutions Engineering, and customer IT/security teams to ensure successful launch and adoption

Customer Success Manager, 2bCloud (AWS Premier Consulting Partner)*Remote | August 2022 - February 2026*

- Managed \$5.5M ACV enterprise portfolio achieving 98% gross retention rate (GRR) through proactive health monitoring, quarterly business reviews (QBRs), and strategic account planning
- Drove \$1M+ in expansion revenue by identifying upsell opportunities and architecting multi-cloud cost-optimization solutions using AWS POCs, MAP Programs, and Well-Architected Reviews
- Served as trusted advisor to CTOs and VPs of Engineering, guiding strategic cloud implementations across AWS (EC2, S3, RDS, IAM, Sagemaker) and Azure (OpenAI) to reduce cloud spend by 15%
- Orchestrated delivery of complex customer projects by translating business requirements into technical solutions, improving application performance and resilience for key accounts
- Spearheaded customer success for FedRAMP and GovCloud project pipelines, ensuring compliance with stringent security frameworks and facilitating security authorizations
- Collaborated with AWS Account Managers on joint account planning and leveraged AWS Partner Funding (POC/MAP) to accelerate Proof-of-Concepts and secure client buy-in

Enterprise Account Manager, SkipsoLabs

Remote | January 2022 - August 2022

- Managed enterprise relationships with Bayer Pharmaceutical, USAA, and Government of California, developing reporting frameworks that enhanced data transparency and strategic decision-making

- Drove multimillion-dollar growth in Federal and SLED accounts by aligning mission-critical cloud modernization needs with tailored consulting solutions and navigating complex procurement processes

Emergency Management Specialist, U.S. Air Force Reserve *Charleston, SC | January 2025 - Present*

- Develop and execute high-stakes emergency response plans for CBRN incidents; lead training exercises ensuring 100% personnel readiness and compliance with DHS, FEMA, and OSHA standards

EDUCATION

Master of Business Administration, IT Management

Salt Lake City, UT

Western Governors University

GPA: 3.5/4.0 | Major GPA: 3.8/4.0

Relevant Coursework: Cloud Computing (AWS, Azure, GCP), Data Warehousing, IoT, Machine Learning

Bachelor of Science in Business Administration

Salt Lake City, UT

Western Governors University

CERTIFICATIONS

- AWS Certified DevOps Engineer - Associate
- AWS Certified Cloud Practitioner
- AWS Partner: Sales Accreditation
- AWS Partner: Cloud Economics Accreditation
- Google Cloud Sales Certification

TECHNICAL SKILLS

Cloud Platforms: Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP)

Tools & CRM: Salesforce, HubSpot, CloudHealth, Azure Lighthouse, AWS Management Console, Slack, MS Teams, MS Office Suite

Languages: English (Native), Spanish (Fluent)