Lazar Trifunovic
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Education	**University of North Carolina at Charlotte (UNCC)**	Charlotte, NC
	Bachelor of Science in Mechanical Engineering	May 2019

- Levine Scholar, Class of 2019
- Sustainability Executive Committee

Work Experience

Camio — Remote

Solutions Architect — *August 2024 – Present*

- Drove $3MM+ in renewals and expansions and significantly boosting ARR and NRR for key accounts by cultivating strategic partnerships with VP-level and C-level executives
- Expanded total addressable market by leveraging Camio's API to enable seamless integration with partner platforms and deliver compelling POC and POV demonstrations in emerging markets
- Accelerated growth by developing Camio's Certified Partnership program, empowering integrators with self-service resources to streamline training, deployment, and adoption of Camio's platform
- Onboarded and empowered 100+ integrator partners, facilitating the deployment of over 500 new sites

Senior Customer Success Engineer — *August 2023- August 2024*

- Managed portfolio of 50+ accounts, achieving 99%+ customer retention rate and 150% net revenue retention
- Led cross-functional initiatives to reduce customer churn by 25% through proactive engagement and technical support
- Developed and executed customer success playbooks that improved onboarding time by 60%
- Collaborated with product and engineering teams to prioritize feature requests against product roadmap

Customer Success Engineer — *March 2022- August 2023*

- Successfully onboarded 30+ new enterprise customers, ensuring smooth implementation and adoption
- Reduced average time to respond by 95% and reduce average time to close by 65% by automating customer support workflows
- Reduced integrator onboarding time by 45% through self-serve deployment and training resources

Boulder Imaging — Remote

Field Application Engineer — May 2019 – March 2022

- Developed, installed, and maintained a fleet of systems which utilized neural networks, machine learning, and high-precision optics to provide wildlife protection at wind farms internationally.
- Developed, installed, and integrated machine vision technologies for currency systems under a Federal Reserve Bank contract to create the first CDI2-compliant banknote sorting machine and detector. Delivered on schedule, the project is now rolling out to all Federal Reserve cash processing sites and expanding to other Central Banks internationally.
- Led and trained a team of field application engineers and technicians, scaling operations from 40 to over 150 systems. Developed comprehensive training programs and automation tools to streamline workflows and improve efficiency

East China Normal University — Shanghai, China

Undergraduate Researcher — May 2017 – August 2017

- Leveraged ML techniques and extensive dataset analysis to predict algae blooms with 95% accuracy.
- Wrote and presented a comparative research paper examining eutrophication and possible solutions to reduce the presence of blue-green algae by 70% or more for Lake Tai and Lake Erie.

CORE Lab — Charlotte, NC

Undergraduate Researcher — June 2016 – August 2016

- Developed innovative optimization strategies that integrated ML regression techniques with water channel experiments and numerical modeling tools. This approach accelerated design convergence and significantly reduced prototyping costs, achieving a cost reduction of over 90%.

Skills

Technologies: Python, REST API, LLM, ML, Computer Vision, RAG, Docker and Kubernetes, Cloud
Certifications: SSI SCUBA, FFA Drone Pilot, FCC Radio License
Languages: Fluent in English, Serbian, Croatian, and Bosnian.