

Merlin Komenda

Albany, NY - (518)-567-3837 | merlin.komenda@gmail.com
[linkedin.com/in/merlin-komenda/](https://www.linkedin.com/in/merlin-komenda/) | <https://www.merlin-komenda.com>

Director of Implementation designing scalable SaaS onboarding systems in high-growth environments. Build operating models that reduce time-to-value, increase predictability, and expand team capacity through process architecture and AI-enabled leverage.

Selected Leadership Impact

- Reduced implementation time-to-live by 40% and internal effort by 30%.
- Eliminated 35% operational effort through cross-functional process redesign.
- Led onboarding across a \$3.8M ARR portfolio.

WORK EXPERIENCE

Director of Implementation (global) – Zappi	09/2024 - present
<ul style="list-style-type: none">• Own global Implementation operations across a \$3.8M ARR portfolio.• Manage and develop two Implementation Managers; set goals and forecast capacity.• Architected and redesigned operating model, reducing time-to-live by 40% YoY while maintaining 9/10 customer satisfaction.• Standardized onboarding into defined tiers and scalable frameworks.• Strengthened cross-functional execution across Sales, CS, and AM.	
Customer Expertise Manager – Zappi	07/2023 - 08/2024
<ul style="list-style-type: none">• Led onboarding strategy for enterprise and mid-market customers, improving NPS (34+) and CSAT (4.5).• Led process optimization initiatives to improve delivery consistency.• Partnered cross-functionally to launch new knowledge resources and digital assets.	
Senior Project Manager, Operations - Bonterra	07/2022 - 06/2023
<ul style="list-style-type: none">○ Led cross-functional process redesign eliminating 35% of operational effort.○ Served as SME for enterprise implementation lifecycle.○ Managed portfolio of enterprise clients; facilitated complex solution changes..	
Early Career – GiveGab (2016–2018)	
Project Manager- GiveGab/EveryAction/Bonterra	09/2018 - 03/2021
<ul style="list-style-type: none">• Managed 25+ client implementations annually across foundations, NPOs, and universities, supporting \$101M+ in fundraising revenue over three years.• Developed internal best practices and trained new team members during rapid team expansion.	
Early Career – GiveGab	(2016–2018)
Associate Project Manager - GiveGab	
Customer Success Representative - GiveGab	
<ul style="list-style-type: none">• Progressed from Customer Success Representative to Associate Project Manager, managing concurrent client implementations and exceeding service metrics.	
Entrepreneurial Experience	
<ul style="list-style-type: none">• Founded and operated a landscaping business; led small crews and managed client budgeting.	

EDUCATION

- Bachelor of Art in Communications – SUNY Cortland Graduation Year – 2017

Systems & Tools: Salesforce, Jira, Confluence, Airtable, Tableau, Sisense | **AI & Automation:** ChatGPT, Gemini