SCOTT MERCER

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SUMMARY

Results-driven professional with over 8 years of experience in Customer Success and Solutions Engineering. Adept at aligning strategic product and service solutions with clients' business goals to drive excellence and efficiency. Proven track record in increasing revenue and client retention through enhanced product adoption and education. Skilled in technical presentations, solution demonstrations, and leading pre- and post-sales engagements. Seeking to leverage a customer-centric approach, technical expertise, and leadership in a forward-thinking tech environment.

EXPERIENCE

Sr. Solutions Architect   March 2024 - Present
Quokka   *Encinitas, CA*

As the first Solutions Architect hire at Quokka, I spearheaded the development and implementation of foundational pre-sales processes, driving a structured approach to client engagements.

- Supported over 50+ pre-sales engagements annually, driving a 20% increase in deal win rates.
- Boosted conversion rates by 15% through tailored proof-of-concepts for high-profile clients.
- Enhanced technical sales pitches in partnership with sales teams, achieving a 30% improvement in client engagement. incubation teams to develop customer co-innovation POCs.

Sr. Director, Customer Success   December 2021 – March 2024
HeadSpin   *Sunnyvale, CA*

Promoted to scale global customer success and support teams to manage the entire post sales life-cycle for enterprise accounts. Developed and scaled HeadSpins CX organization by building and structuring teams to support the organization's goals and objectives.

- Led a 15-member support team, scaling it to 35 within the first year, improving CX operations by 50%.
- Enhanced customer satisfaction through revamped support workflows, ensuring efficient issue resolution.
- Transformed legacy systems for operational and reporting efficiency, boosting productivity.

Director, Customer Success   July 2021 - December 2021
HeadSpin   *Sunnyvale, CA*

Hand-selected to build an enterprise team to manage the company's strategic and high-revenue accounts. Instilled leadership, vision, and implemented customer success processes, systems, and KPIs to drive goal alignment.

- Implemented strategic retention forecasting, leading to a 2% increase in renewal rates within the first two quarters.
- Achieved $8M revenue growth through strategic team development and securing expansion deals.
- Orchestrated the transition of accounts from pre-sales to post-sales via a comprehensive CSM framework.

Sr. Manager, Customer Success Engineering   February 2021 - July 2021
HeadSpin   *Sunnyvale, CA*

Built overall Customer Success Management motion, highlighting products, and capabilities to complement customer journeys based on business objectives.

- Expanded HeadSpin's market footprint by 20% through effective customer implementation processes.
- Reduced implementation timelines by 15% via optimized project management strategies.

Customer Success Engineer   March 2020 - February 2021
HeadSpin   *Sunnyvale, CA*

One of two Customer Success engineers based in the US with responsibility for 100% of technical sales, support and consultation.

- Enhanced onboarding efficiency, decreasing time to value by 25%.
- Collaborated cross-functionally to advocate for client needs, significantly reducing implementation times.

Solutions Engineer   March 2018 - March 2020
Wipro   *Palo Alto, CA*

Technical lead driving rapid prototyping on emerging technologies for enterprise businesses.

- Conceptualized, planned, and hosted immersive showcases for C-level client visits
- Spearheaded POC development for client co-innovation, collaborating with industry stakeholders.

SKILLS

Programming	Python, Java, JavaScript, Shell, Bash, MySQL, Postgres
Backend	Amazon Web Services(AWS), Google Cloud Platform(GCP), Microsoft Azure
Technologies	Jenkins, Azure DevOps, Circle CI, Git, REST APIs, Appium, Selenium
Analytical Tools	Grafana, Power BI
Networking/Security	TCP/IP, IPv6, VPN, DNS, Routing, Firewalls
Program Management	SDLC, Jira, Agile, CRM

EDUCATION

Bachelor of Science, Computer Engineering, University of Texas Rio Grande Valley   2014 - 2018

Associate of Arts, General Studies, Cabrillo College   2012 - 2014