



Chad Gardner

Details

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Profile

Results-driven Customer Success Engineer with a proven track record of delivering impactful, privacy-first solutions in highly regulated industries. Skilled at translating complex technical concepts into clear, actionable strategies, building strong client relationships, and driving product adoption to achieve measurable outcomes. Passionate about aligning innovative technology with strategic goals, thriving in collaborative environments that challenge conventions and contribute to scalable success.

Employment History

Links

[LinkedIn](#)

[Personal Site](#)

Skills

Javascript



SQL



CSS



HTML



Leadership



Languages

English

Enterprise Customer Success Engineer, Freshpaint

Apr 2024 – Present 📍 Austin (Remote)

- Lead and manage the onboarding process for healthcare clients, ensuring efficient implementation of Freshpaint's HIPAA-compliant solutions.
- Drive high customersatisfaction and feature adoption, collaborating with Account Management to align product offerings with client objectives.
- Use Freshpaint's platform to monitor key performance indicators and deliver insights that optimize client data strategies.
- Communicate complex technical concepts effectively to diverse audiences, including marketers, engineers, and senior executives.
- Build and maintain strong client relationships, serving as a trusted advisor and advocate for their needs within Freshpaint.
- Collaborate cross-functionally to resolve technical issues, suggest product improvements, and contribute to scalable client success strategies.

Vice President, Solutions Engineering, Affinity

Jul 2023 – Apr 2024 📍 Chicago (Remote)

- Lead the professional services team to develop and implement custom API integrations with IPaaS systems, enhancing Affinity's compatibility with diverse technology stacks.
- Oversee technical pre-sales engineering, providing critical technical support and conducting product demonstrations to advance sales opportunities and address technical inquiries.
- Champion information security & data privacy, addressing security and privacy concerns through RFI/RFP processes and engagements with C-level executives.
- Direct proof-of-concept designs in collaboration, streamlining the design and support of complex solutions for successful pre-sales implementations.
- Craft comprehensive RFP response documents and integration plans, aligning technical solutions with client requirements to facilitate sales qualification and strategy.

Director, CS Engineering, Quantum Metric

Aug 2022 – Aug 2023 📍 Chicago (Remote)

- Oversaw a team of 20+ post-sale engineers responsible for the success of 150 clients and approximately \$40MM in revenue.
- Scaled operations by establishing and managing an internal implementation team of 6 specializing in complex tasks, configurations, and improving time-to-value.
- Managed a portfolio of upwards of 10 clients with approximately \$6MM ARR, including the largest enterprise client.
- Played a critical role in vetting, building, and documenting the most requested integrations.
- Supported the pre-sales team by joining engagements to outline the Customer Success process, work through contract blockers, and instill confidence that QM could meet required use cases.
- Recorded and reported on CSE team KPIs and goals that mapped to company OKRs.

Manager, CS Engineering, Quantum Metric

Oct 2019 – Aug 2022 📍 Chicago (Remote)

- Oversaw a team of 10 CS engineers responsible for the success of over 50 clients and managing ~\$20MM of recurring revenue, while working to scale operations to support double the client volume with the current team.
- Balanced upwards of 18 accounts in my personal portfolio, contributing to ~\$5MM of recurring revenue.
- Streamlined, implemented, and documented priority integrations to enhance operational efficiency and client satisfaction.
- Created workflows and processes to ensure the effective onboarding and success of CSEs across all regions.
- Focused on strategic initiatives to improve efficiencies across all teams, driving significant improvements in team performance and customer satisfaction.

Solutions Engineer, Maropost

Apr 2019 – Oct 2019 📍 Chicago (Remote)

- Partnered with sales and account teams to lead the discovery and technical requirements phase for new opportunities.
- Developed and delivered customized product demonstrations and proof-of-concepts for new prospects and existing clients.
- Documented conceptual frameworks and technical approaches to solutions.
- Scoped and implemented integrations with customer's CRM, e-commerce, and marketing platforms.
- Built custom, bi-directional data workflows to align with client use cases.

Solutions Architect, Salesforce

Jan 2018 – Apr 2019 📍 Chicago (Remote)

- Lead technical consultative engagements with enterprise customers
- Reviewed and assessed client's technical stacks and data structures associated with each to scope and plan implementation projects
- Engaged with both technical and functional stakeholders to produce statements of work, implementation plans and customer enablement plans
- Streamlined documentation and workflows around scaling the scoping and onboarding processes

Director, Product Solutions, Signal

Jan 2018 — Jan 2019 📍 Chicago (Remote)

- Architected scalable, repeatable product solutions by utilizing internal components and features to meet client use cases
- Created internal solution design documentation to support pre-sales engineers and solution consultants
- Partnered with product managers and engineers to build new features to support the future state of the platform
- Technical lead on structuring, engineering, reporting and maintaining the Signal Identity Network

Director, Implementation Delivery, Signal

Feb 2017 — Jan 2018 📍 Chicago (Remote)

- Oversaw a team of global implementation consultants in efforts to standardize new client solutions
- Partnered with solutions consultants to develop hand-off process from pre-sales to post-sales
- Partnered with product to share client feedback for product roadmap development
- Disseminated technical requirements internally across all departments to ensure operational success

Solutions Consultant, Signal

Apr 2014 — Jan 2017 📍 Chicago (Remote)

- Partnered with account and sales teams to lead the discovery and technical requirements phase for new opportunities
- Developed and delivered customized product demonstrations and proofs of concepts for new prospects and existing clients
- Educated customers and partners on the benefits of Signal's products and identified new product functionality opportunities

Technical Account Manager, Performics

Jul 2013 — Mar 2014 📍 Chicago (Remote)

- Provided technical support and training to implement tracking solutions with SEM and ad serving technology platforms across all channels
- Worked closely with account teams, partners and clients to identify appropriate strategy, created tags and QAed integrations
- Partnered with business intelligence and analytics teams to integrate data into Performics data warehouse

Sr. Operations Account Manager, Performics

Oct 2010 — Dec 2013 📍 Chicago (Remote)

- Built, launched and managed industry-leading, customized local paid search campaigns
- Focused on creating and refining efficiencies to increase scalability and effectiveness of accounts

Education

Iowa State University, Bachelor of Arts

Jan 2001 — Jan 2005

Education + Awards

Maropost Value Award

Aug 2019

Signal Amplifier Award - Innovation Winner

Jan 2017 — Dec 2017

Performics Vanguard Award

Apr 2012