

# WILL CARPENTER

## Applied AI & Customer-Facing Engineer

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### CAREER HIGHLIGHTS

Customer-facing technical advisor who solves customer issues on their mission-critical systems. My experience includes technical management of United Airlines digital properties, proactive alerting to debug Home Depot e-commerce issue saving 40k/min in lost sales. Influenced a culture change at Nintendo of America's UX department. Proven track record of building trust, advising, and creating business solutions for Fortune 100 stakeholders on their highest value revenue streams.

### PROFESSIONAL EXPERIENCE

#### QUANTUM METRIC ▪ Remote 2021-2024

##### Senior Customer Success Engineer

- Acted as a trusted technical advisor to a \$4M portfolio of Fortune 100 clients, guiding adoption strategies that contributed to a 96% renewal rate .
- Led onboarding for high-touch accounts, configuring integrations, identity systems, and SDK deployments to reduce implementation timelines from months to weeks.
- Partnered with engineering teams to design secure SAML/OAuth SSO workflows, resolving metadata and provisioning issues and cutting login-related support tickets by 80% .
- Built and customized integrations that surfaced real-time insights, helping clients like Nintendo and Home Depot identify critical user experience gaps and prioritize fixes.
- Mentored new hires and created reusable toolkits and documentation to standardize onboarding and reduce time-to-ramp for technical teammates

#### CLOUDSNAP ▪ Austin, TX ▪ 2017-2021

##### Sales Engineer / Implementation Engineer

- Served as the primary technical advisor in pre-sales, delivering custom demos, deep dives, and proof-of-concepts that validated fit and accelerated enterprise evaluations.
- Engineered ERP integrations (SAP, NetSuite) that automated financial workflows, saving client teams 10+ hours per week and reducing manual invoicing errors.
- Authored technical proposals and system architecture docs to align integrations with customer infrastructure and stakeholder requirements.
- Led end-to-end implementation projects across cloud and on-prem environments, configuring APIs and serving as the technical liaison through onboarding.
- Applied voice-of-customer insights to improve product design and automation templates, driving adoption and long-term satisfaction.

#### RIGHT CALL CONSULTING ▪ Denver, CO ▪ 2014-2017

##### Software Engineer

- Developed and deployed custom web applications to support real-time coaching workflows for NCAA and NFL programs, improving usability and engagement during training and game prep.
- Designed interactive dashboards and front-end interfaces using JavaScript and HTML, enabling faster performance analysis and decision-making for coaching staff.
- Introduced automated testing, peer code reviews, and debugging practices that improved system reliability and reduced production issues.

# E D U C A T I O N

**Bachelor of Science in Electrical Engineering - 2012**

Texas State University - San Marcos, TX

# C E R T I F I C A T I O N S

**Issued by: AWS Certified Solutions Architect Amazon Web Services (AWS)**

AWS Certified Solutions Architect

**Issued by: Cockroach Labs**

CockroachDB Practitioner

**Issued by: Google Cloud Security**

Cloud Security Risks: Identify and Protect Against Threats

Strategies for Cloud Security Risk Management

Introduction to Security Principles in Cloud Computing

**Issued by: Coursera**

Python for Data Analysis

# A P P L I E D   A I   P R O J E C T S

## **AI Inspection Platform (Oil & Gas)**

Engineered a Python/FastAPI system that transforms manual API 579 compliance into an automated workflow, cutting analysis from hours to seconds. Designed with audit trails for regulatory trust, positioning the platform as a next-generation safety and compliance solution. \_\_\_\_\_

## **F1 Telemetry Analysis**

Built data pipelines to capture and process high-frequency race telemetry. Applied retrieval-style techniques to compare driver performance in real time, delivering insights on race pace, tire degradation, and strategy optimization that showcase how AI can turn raw data into competitive advantage.

## **Document Analysis RAG System**

Utilized Pinecone vector database to process personal document collection with 384-dimensional embeddings. Built complete RAG workflow: document chunking, embedding generation, semantic retrieval, and LLM API integration. Implemented with automated batch processing and similarity-based document discovery.

# T E C H N O L O G I E S

**AI/ML:** Pinecone, Vector Databases, Embeddings, RAG, LangChain, Hugging Face

**Backend:** Python, NodeJS, Distributed SQL/SQL/noSQL, n8n

**Networking:** Wireshark, tcpdump, nmap, WireGuard, OpenVPN, Cloudflare, Tailscale

**Cloud & Security:** AWS, GCP, Cloudflare Services, API Security, SAML/OAuth SSO

# A R E A S   O F   E X P E R T I S E

Technical Advisory & Enablement • Vector Databases & Embeddings • Semantic Search • Customer-Facing Engineering • API Integrations & Security • Identity & Access Management (IAM/SSO) • Distributed Databases • Enterprise System Integration