



Chad Gardner

Solutions & Customer Success Engineering Leader

Pre-sales discovery to post-sales value, and everything in between

Details

Address:

Austin, Texas

Phone:

217.454.3964

Email:

cg@chadgardner.me

Links

LinkedIn

chadgardner.me

Strengths

Discovery & Value Mapping
Tailored Demos & POCs
Solution Architecture
RFP / RFI & Security Reviews
Enterprise Integrations
Renewal & Expansion Strategy
Applied AI & Automation
Global Team Leadership
Digital Experience Analytics

Technical

JavaScript
HTML / CSS
SQL
APIs & iPaaS
Tagging & Data Collection
Salesforce Reporting
LLM Tools (Claude)

Education

B.A., Advertising

Iowa State University, 2001 – 2005

Awards

Maropost Value Award, 2019
Signal Amplifier Award, 2017
Performics Vanguard Award, 2012

Profile

Solutions engineering leader with 15+ years in enterprise SaaS and real time on both sides of the deal. In pre-sales, runs discovery that gets past the feature checklist to the actual business pain, then builds the demo, POC, and architecture that prove the platform can fix it. In post-sales, makes sure that value shows up through onboarding, integrations, and renewal programs that protect and grow revenue. Each side sharpens the other: knowing where customers get stuck after go-live leads to tighter scoping and promises that hold up. Hands-on with JavaScript, HTML/CSS, SQL, and applied AI, with four years leading CS Engineering at Quantum Metric.

Employment History

Sr. Manager, Customer Success Engineering, WalkMe (an SAP company)

Jun 2026 – Present Austin (Remote)

- Lead 11 Customer Success Engineers across North America, EMEA, and APAC, covering 950+ accounts and ~\$25M in ARR up for renewal.
- Leading the move from reactive request work to proactive renewal coverage, with a two-stage Renewal Assessment program for the FY27 \$100K+ Attack List (~95 priority renewals): Stage 1 surfaces the risk, Stage 2 does the work to fix it.
- Rebuilt intake and scoping so every engagement starts from a defined customer pain point, with set deliverables, owners, and closure criteria, plus an approval gate for anything over ~5 hours.
- Restructured coverage into seven pods aligned to CSM manager books plus a Scaled queue, and built a workload dashboard from live Salesforce data used for prioritization and reassignment.
- Leading the AI rollout for Client Solutions: shared Claude workspace, automated assignment notes and health scans, a use case register, and a weekly AI forum, with proven automations packaged as enablement for adjacent teams.
- Position AI inside each customer's digital adoption strategy so solutions stick and tie directly to renewal value.

Enterprise Customer Success Engineer, Freshpaint

Apr 2024 – 2026 Austin (Remote)

- Led technical onboarding for healthcare clients, implementing Freshpaint's HIPAA-compliant data platform in highly regulated environments.
- Partnered with Account Management to map product capabilities to each client's goals, driving feature adoption and high customer satisfaction.
- Monitored client KPIs in the platform and turned the findings into recommendations that improved their data strategies.
- Translated technical and compliance concepts for marketers, engineers, and executives, and brought customer pain points back to Product.

Employment History (continued)

Vice President, Solutions Engineering, Affinity

Jul 2023 – Apr 2024 Chicago (Remote)

- Led pre-sales solutions engineering, running technical discovery and tailored product demonstrations to advance enterprise opportunities.
- Directed proof-of-concept design and execution for complex deals, defining how the solution would be supported through implementation.
- Owned security and data privacy in the sales cycle, handling RFI/RFP requirements and engaging C-level executives on their concerns.
- Wrote RFP responses and integration plans that aligned the technical solution to client requirements and sharpened sales qualification.
- Led Professional Services in building custom API integrations with iPaaS platforms, connecting what was sold to what was delivered.

Director, CS Engineering, Quantum Metric

Aug 2022 – Aug 2023 Chicago (Remote)

- Led 20+ post-sales engineers responsible for 150 enterprise clients and ~\$40M in revenue.
- Built and ran a 6-person implementation team for complex configurations, shortening time-to-value.
- Managed a personal portfolio of ~10 clients (~\$6M ARR), including Quantum Metric's largest enterprise account.
- Joined active deals with the sales team to walk prospects through the CS model, clear contract blockers, and validate that Quantum Metric could meet required use cases.
- Vetted, built, and documented the most requested integrations; reported CSE KPIs mapped to company OKRs.

Manager, CS Engineering, Quantum Metric

Oct 2019 – Aug 2022 Chicago (Remote)

- Managed 10 CS engineers covering 50+ clients and ~\$20M in recurring revenue while scaling the team's model to support twice the client volume.
- Carried a personal book of up to 18 accounts contributing ~\$5M in recurring revenue.
- Documented priority integrations and built onboarding workflows that ramped new CSEs across all regions.

Solutions Engineer, Maropost

Apr 2019 – Oct 2019 Chicago (Remote)

- Led discovery and technical requirements for new opportunities alongside sales and account teams.
- Built custom demos and POCs, then scoped and implemented integrations with customer CRM, e-commerce, and marketing platforms, including bi-directional data workflows.

Solutions Architect (Datorama), Salesforce

Jan 2018 – Apr 2019 Chicago (Remote)

- Led technical consulting engagements with enterprise customers, assessing their tech stacks and data structures to scope implementations.
- Produced SOWs, implementation plans, and enablement plans, and streamlined workflows to scale scoping and onboarding.

Solutions Consultant to Director, Signal

Apr 2014 – Jan 2019 Chicago (Remote)

- **Director, Product Solutions** (2018): architected repeatable solutions from platform components, documented them for pre-sales, and served as technical lead for the Signal Identity Network.
- **Director, Implementation Delivery** (2017): led a global implementation team, standardized new client solutions, and designed the pre-sales to post-sales handoff.
- **Solutions Consultant** (2014 to 2017): led discovery and technical requirements for new opportunities and delivered custom demos and proofs of concept.

Technical Account Manager & Sr. Operations Account Manager, Performics

Oct 2010 – Mar 2014 Chicago

- Implemented SEM and ad serving tracking; technical lead for Local Search (125+ advertisers, 350+ campaigns).