



# Chad Gardner

## Details

### Address

West Loop, Chicago

### Phone

(217) 454-3964

### Email

cg@chadgardner.me

## Links

[LinkedIn](#)

[Personal Site](#)

## Skills

### Javascript



### SQL



### CSS



### HTML



### Leadership



## Languages

English

## Profile

Independent worker who takes pride in being precise, insightful and comprehensive while maintaining a team-oriented attitude. Passionate about refining complex ideas and challenging conventions in order to create inspired actions to reach strategic goals.

## Employment History

### Vice President, Solutions Engineering, Affinity

Jul 2023 – Present 📍 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