



# Christopher D Merchant II

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Finance & Technology Business/Operations Analyst

## Experience

### Technical Project Manager, Pyramid Solutions, LLC - Seattle, WA – October 2016 to Present

Determined and directed technical aspects of all projects in the pipeline with client representatives. Transmitted implementation guidelines, details, dates, and project scope with the Senior PM and involved internal teams. Served as technical liaison for all implementations/integrations PMs and internal IT Business Analysts to create reasonable deadlines/milestones for project execution within timelines. Escalated risks and project concerns to responsible PMs while assisting with technical problem solving toward client success. Improved knowledge of software development life cycle and product delivery.

### Senior Operations Analyst, Avidxchange, Inc - Charlotte, NC – May 2015 to October 2016

Project management and product enhancement role focused on SaaS client-facing development. Managed team of 20 client relationship analysts in conjunction with senior management team focused on program/project development aimed for client success in the financial technology space. Developed vendor approach and value proposition workflows for application to revenue conversion techniques. Retained upwards of 45% product conversion rate against 20% industry average. Created team and department metrics and KPIs. Excelled in client relationship process creation (messaging development, scalable strategy delivery) and application. Salesforce CRM development and reporting skills developed toward project delivery. Worked inside both Agile and DevOps-oriented SDLCs based on project and internal/external team needs.

### Corporate Wine Associate, Total Wine & More - Charlotte, NC – May 2013 to May 2015

Sales-focused role based on client retention and satisfaction. Developed sales and wine experience in the expert levels. Qualified under the Total Wine Professional program. Increased sales numbers of high-margin items by 572 bps over previous five-year average growth. Built portfolio of clients and personal sales contacts with monthly sales in the \$15,000s (personal average, exceeding regional average by 67%).

### Accounts Supervisor, Charlotte Security Consultants - Charlotte, NC – June 2010 to May 2013

Personnel management/development role focused on post-scoping project execution. Managed execution of multi-objective, real-time, tiered events of five to thirty employees during extended periods of overtime under high-stress situations. Planned and managed both pre-event strategies and after-action reports on workdays and personnel. Experience with client relations, event planning, Salesforce administration, contractor relations, and human resources management. Executed deliverables under-budget and before projected timetables.

### Graphical and Web Development Consultant, Self-Employed – June 2008 to July 2013

Development role built on client management, customer satisfaction, client retention, and backend/frontend coding. Managed client relations and self-promotion while developing a personal web development portfolio. Well versed in CSS/HTML for low-bandwidth consumption web presence/front-end development. Excelled at graphic design in Web 2.0 applications. Developed a network of partners in backend development for executing more complex sites and applications. Experience with client relations, contractor/vendor relations, CSS/HTML languages, JavaScript and PHP technologies, MySQL/Access integration, frontend creation, server administration and development, CMS interaction, and human resources management.

## Education & Certifications

### Queens University of Charlotte, B.A., Political Science, Pre-Law – August 2012 to January 2014

Focusing in a specialized Political Science bachelor's program as preparation for legal and consultancy work, and a foray into continued legal studies. Secretary of Phi Kappa Sigma Fraternity, Delta Chi chapter (2 year tenure), focused on detailing notes and records and retaining chapter history.

### Wine & Spirits Education Trust - Level 2 Certification – December 2014

### University of Southampton & Lewis School of English, GCE-A - English, Economics, Law, Business – August 2010

## Miscellaneous Skills

Proficiency with CSS/HTML, PHP/MySQL integration. Proficiency with VMWare ESXi and system virtualization, Windows Server, Linux server administration, and proficiency with OS X system management and terminal manipulation. Extensive experience with Microsoft Office applications (Word, Excel, Access, Outlook, OneNote, OneDrive, etc). 95 WPM sustained typing speed. Experience with inventory management systems/CRMs (SIP, Salesforce etc) development and subsequent application to sales and customer service techniques. Extensive human relations and sales skills for client-focused interactions (real estate/REIT/technology/financial industry focuses). Proficiency with frontend and backend AvidPay/Avidxchange software suite (AvidPay, AvidBill, AvidInvoice, etc).