



# Christopher Merchant II

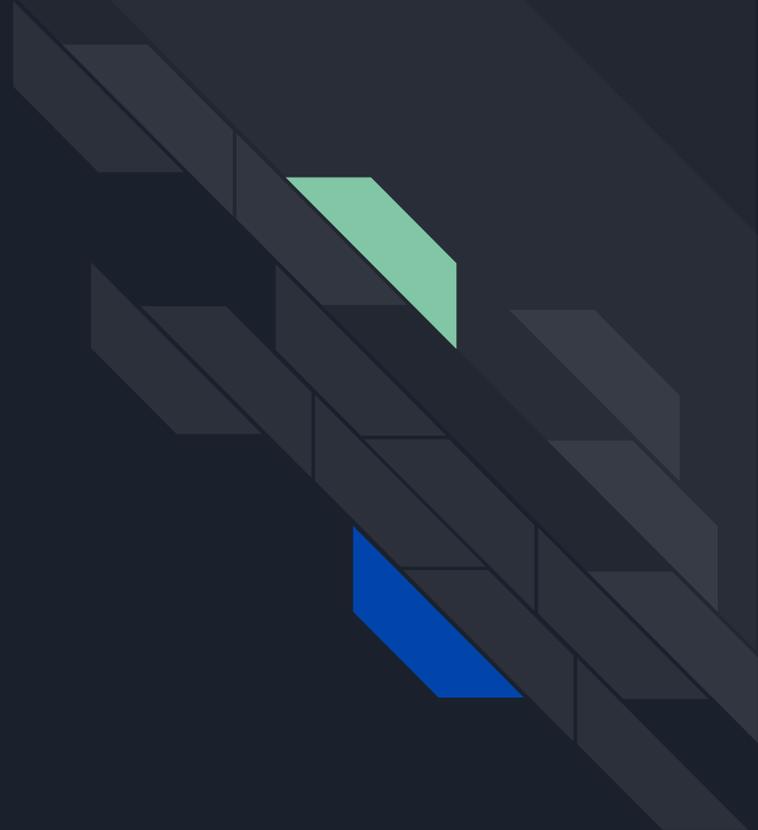
SaaS Professional Services Champion



# Mission

To bring my cross-functional experience in customer relationships, project management, technical account management/sales, and entrepreneurial spirit to your team-driving results and creating strong customer outcomes.

Since beginning my career my primary driver has been to serve as a tech evangelist and advocate in order to bring innovative, scalable solutions to businesses seeking to automate manual processes, seamlessly integrate with their systems, and drive value to strengthen the bottom line.





# Dedicated. Self-starter. Client advocate. Project wizard.

- The workday begins when the business requires it, and the day ends when the job is done- and not before. “Dedication” is too often overused and very infrequently properly applied. By joining your team I envision a two-way street; I invest myself in the business’ goals while your team invests in my career, future, and development.
- I pride myself in going from ‘novice’ to ‘subject matter expert’ in any number of technical fields, business orgs, or software suites in record time. A true “self-starter” applies themselves to achieve greatness wherever the business requires it.
- Customers make the business- full stop. A strong customer touchpoint can generate a powerful channel partner or product evangelist and I treat every relationship accordingly. As a “client advocate”, I know when customers feel our investment in their business, they become our strongest assets.
- Shepherding stakeholders from multiple business orgs, up and down the organizational charts, and across multiple business functions is a top priority for me; being a “project wizard” isn’t just about time/cost/scope management- it’s about building, managing, and leveraging relationships.

# Experience



→ Technical Project Manager, Pyramid Technology Solutions LLC

Owned client-facing IaaS and SaaS implementation pipeline with high-impact stakeholders in technical spaces.

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→ Senior Operations Analyst, Avidxchange Inc

Operated in cross-functional startup role to build/deploy processes and messaging from pre-sales to post-implementation.

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→ Corporate Sales Representative, RS&S Inc

Delivered as seven-time monthly sales leader with a technical product offering in the consultative sales space.



# Merchant Consulting Group

What began with a single landscaping firm client looking for a website, and a copy of [then] Macromedia Dreamweaver became a \$300K ARR business with 45 clients, 3 full-time staff, a dozen freelancers, and recurring revenue from eCommerce platforms and residuals.

Starting my own business instilled in me the self-taught wisdom of generating repeatable, scalable processes and the very basics of sales, project management, sourcing requirements data, managing staff and stakeholders, and dedicating oneself to building 'something' from 'nothing'.



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# Testimonials

*“Christopher and his team made creating our website a snap- having heard horror stories of other business owners working with coders I was worried, but Merchant Consulting always made our business feel like their top priority [...] and never approached us with less than clear ideas.”*

*-Ramon Reyes, Tricolor Auto  
(client)*

*“Chris definitely goes beyond the expectations of the role by always seeking ways to improve current processes. He is diligent in bringing important issues up as priorities to his leaders and has excellent customer service skills. I am confident he will continue to excel [and] would not be surprised if he [also] outgrows this role in the coming year.*

*-Jessica Bowers, Avidxchange, Inc  
(direct manager)*

*“While Chris swears he’s never worked as a professional backend developer, I remain skeptical- his sales skills clearly speak directly to the technical needs of clients; but more importantly he works flawlessly with [my] engineering teams to create strong internal relationships.”*

*-King Tran, Pyramid Solutions  
(colleague)*

# Infrastructure & Software Proficiencies



Proficiency in technical integration, day-to-day use, and backend management of many popular software suites and infrastructure solutions.





# Let's Connect!

Thanks for your time! When it's time for us to talk, here's how I can best be reached:

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