

# Merlin Komenda

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My many years at high-growth SaaS startups have given me a unique blend of skills that covers implementation, strategy development, operations, and product work. Key skills include:

- Implementation
- Leadership and Coaching
- Customer Enablement
- Program development
- Operations
- Process optimization

## WORK EXPERIENCE

### *Customer Expertise Manager – Zappi*

*07/2023 - present*

- Leading new process optimization and resource creation to support our customer engagements and delivering more value quickly.
- Part of a lean team deploying onboarding best practices, processes, and ensuring high NPS and CSAT scores (current averages are 34+ and 4.5).
- Manage and onboard multiple customers simultaneously, from small to enterprise, quickly and effectively creating a strong relationship foundation.
- Gather customer insights to find opportunities for product optimization and best practice enhancements.
- Provide training and guidance to new team member, helping them navigate challenging customer scenarios.
- Partner closely with CS, Support and other teams to roll out new resources such as a new Knowledge Base and digital resources.

### *Senior Project Manager, Operations - Bonterra*

*07/2022 - 06/2023*

- Worked in partnership with Project Managers, Account Managers and Sales, developing new strategies to improve customer implementation.
- Was the SME for the Project Managers handling implementation and the customer lifecycle for our largest enterprise clients, providing guidance on implementation, processes execution, and customer challenges.
- Harnessed platform data (product requests, bugs, usage, etc.), and rebuilt communication channels between the Customer Success, Project Managers, Sales, and Engineering teams to remove information silos.
- Led multiple streamlining initiatives, identifying repetitive tasks, overlapping work and eliminating over 35% in effort for multiple processes.
- Managed a portfolio of the largest enterprise clients and facilitated complex solution changes by collaborating with clients and internally with engineering, graphic design, and sales teams.

### *Project Manager- GiveGab/EveryAction/Bonterra*

*09/2018 - 03/2021*

- Trained new team members as the team rapidly expanded, creating new internal best practices and resources to shorten the learning period.
- Managed 25+ client projects annually for community foundations, NPOs, colleges, universities, and K-12 schools with over \$101M in revenue over three years.
- Built and managed strong client relationships, while implementing contractual product enhancements with internal and external stakeholders resulting in NPS scores with an average of 75+.

### *Associate Project Manager - GiveGab*

*09/2017 - 09/2018*

- Managed multiple projects simultaneously in a fast-paced, deadline-driven start-up and used internal data and reviews to support clients in year-over-year growth.
- Created and presented live webinars, trained clients, and conducted site issue troubleshooting as they arose.
- Played a key role in building internal resources and processes to improve team scalability.

*Customer Success Representative - GiveGab*

*11/2016 - 09/2017*

- Successfully managed an average of 40-50 simultaneous inbound customer requests by maintaining up-to-date product knowledge on platform access, technical issues, and advanced platform features.
- Surpassed monthly metrics goals of both response and satisfaction rates.
- Supported the expansion of the Support Resource Center by developing client-facing resources that provided user-friendly, accurate support.

*Owner & Manager - Merlin's Property Care*

*09/2016 - 09/2017*

- Founded and operated a landscaping business during and after college.
- Recruited new clients and developed proposals and estimates for home-based projects related to gardening, lawn care, and basic renovation
- Completed cost analysis of project estimates to stay within budget and managed financials and accounting of the business using QuickBooks
- Managed multiple projects simultaneously in a fast-paced, deadline-driven start-up and used internal data and reviews to support clients in year-over-year growth.

*Foreman – Elbers Landscaping*

*11/2017 - 09/2018*

- Managed a team of 3-6 and their work to ensure quality and timeliness.
- Oversaw multiple projects over the length of the contract, including components such as employee delegation and quality oversight
- Collaborated with clients to ensure job satisfaction and effectively communicated timeline expectations

**EDUCATION**

*Bachelor of Art in Communications – SUNY Cortland*

*Graduation Year – 2017*

**PLATFORMS**

- |                     |              |            |                     |
|---------------------|--------------|------------|---------------------|
| • Pivotal Tracker   | • Aha!       | • Miro     | • Microsoft Office  |
| • Jira + Confluence | • Salesforce | • Airtable | • Sisense/Periscope |
| • Notion            | • Canva      | • Loom     | • Tableau           |