

Richard Echols

Solutions Architect & Full-Stack Developer | Customer Success Leader

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PROFESSIONAL SUMMARY

Customer Success leader and technical builder managing \$1.6M+ ARR portfolios across TBM/FinOps platforms (ApptioOne, TBM Studio, Cloudability). Delivers 96% GRR and 110% NRR through outcome-based success plans and AI-assisted forecasting. Independently builds and deploys full-stack applications (Next.js, React, Swift/iOS) with Claude API and Vertex AI integrations. Technical advisor who translates IT finance complexity into measurable ROI while architecting custom solutions.

SELECTED ACHIEVEMENTS

- Delivered 110% net revenue retention across 8 enterprise accounts (\$1.6M ARR)
- Integrated AI forecasting across \$7B IT portfolio, improving predictability 20%
- Built analytics solutions contributing \$500K revenue in 4 months
- Developed 15+ production applications across web (Next.js/React) and mobile (iOS/SwiftUI) platforms

CORE COMPETENCIES

Customer Success: Renewals, adoption, success plans, QBR/EBR, Gainsight | **TBM/FinOps:** Showback/chargeback, cost allocation, forecasting, ApptioOne, TBM Studio, Cloudability

Technical: Power BI (DAX/Power Query), SQL, AWS/Azure cost management, Python, TypeScript

Development: Next.js 14, React, Swift/SwiftUI, Node.js, PostgreSQL, Supabase, Vercel, GitHub CI/CD

AI: Claude API, Vertex AI, forecasting, gen-AI reporting, prompting, local LLM deployment (Ollama/Open WebUI)

WORK EXPERIENCE

Customer Success Manager (Premier Success- AI/TBM/FinOps) - IBM - Atlanta, GA	04/2025 - Present
• Manage 8 enterprise customers (~\$1.6M ARR); outcome-based success plans increased weekly active usage 25%, delivered 96% GRR and 110% NRR across focus accounts.	
• Serve as technical advisor across ApptioOne, TBM Studio, and Cloudability, aligning best practices to each client's TBM and FinOps roadmap.	
• Lead Quarterly and Executive Business Reviews connecting Apptio insights to unit economics; secured 6/6 on-time renewals and 2 expansions adding 8-12% ARR.	
• Conduct model and data health reviews, improving tagging coverage from 60% to 90% and reducing unallocated spend by 20 percentage points.	
• Developed full-stack AI assistant (Next.js, Supabase, Claude API, Google Search API) with real-time chat and source citation; deployed via GitHub/Vercel CI/CD.	
Senior Account Manager (TBM/FinOps) - IRS - Atlanta, GA	12/2024 - 04/2025
• Integrated AI-assisted forecasting across \$7B IT portfolio, improving predictability ~20% and automating reconciliations to save ~10 hours/week.	
• Partnered with Finance and IT to improve cost visibility, reducing budget variance reporting time by 50% using Power BI and Apptio datasets.	
Customer Success Manager (Business Analytics) - VT Industries - Rome, GA	11/2023 - 12/2024
• Built Power BI, SQL, and Azure revenue tracking contributing \$500K in additional revenue in 4 months; improved reporting efficiency by 30%.	
• Designed KPI models with Sales leadership to connect analytics to operational decisions.	
Customer Success Manager - Gwinnett County & Dekalb County Governments - Atlanta, GA	07/2015 - 01/2024
• Delivered analytics and visualization solutions across education and finance departments, enhancing fund allocation efficiency by 40%.	
• Designed Power BI dashboards for grant and performance tracking, leading to 25% improvement in outcome-based interventions.	

PORTFOLIO PROJECTS

Portfolio Link: richardechols.com

Value Realization Dashboard (2025)

- Interactive FinOps tool identifying \$580K+ annual cloud waste through orphaned/idle resource detection with accountability cross-filtering.

AI Forecast Dashboard (2025)

- Predictive analytics comparison demonstrating 30-point accuracy improvement (98% AI vs 68% legacy Excel), quantifying ROI of modern forecasting.

AI Chat Assistant with Source Citations (2025)

- Full-stack Next.js 14 application featuring Supabase auth, Claude API integration, and Google Custom Search; production deployment on Vercel.

iOS Productivity Suite (2025)

- Suite of 4 published iOS applications using Swift 5, SwiftUI, SwiftData, and MVVM architecture for task management and personal development.

EDUCATION & CERTIFICATIONS

- **Master's Degree: Mathematics:** Walden University
- **Bachelor's Degree: Technology Education:** Georgia State University
- **CompTIA Security+ Certification:** Computer Technology Industry Association
- **TBM Executive Certification:** TBM Council | **Cloud FinOps Certified Practitioner:** FinOps Foundation
- **Public Trust Security Clearance:** United States Department of Defense