

# Joshua Martin

**Customer Success & Technical Account Manager | Enterprise SaaS  
Technical & Customer Bridge**

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## Summary

Customer Success and Technical Account Manager with 10+ years of experience managing enterprise clients, driving SaaS adoption, and bridging technical and business teams. Proven track record of improving customer outcomes, reducing operational costs, and leading complex implementations across high-stakes environments. Experienced in API integrations, cloud infrastructure, and cross-functional collaboration. Passionate about applying technology in mission-driven industries where reliability and impact matter.

## Core Skills

Customer Success, Enterprise PM, Stakeholder Management, SaaS Adoption, API Integrations, AWS/OCI, Infrastructure, Technical Troubleshooting, Security (GWAPT), Automation (Bash/PowerShell)

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## Professional Experience

### Enterprise Implementation Project Manager

**NovoPath**

Lead enterprise-scale LIS implementations across hospitals and multi-site organizations, overseeing discovery, integrations (HL7, EMR/EHR), validation, go-live, and post-deployment support. Drive stakeholder alignment, risk management, and executive communication while ensuring adoption, operational readiness, and long-term customer success

- Migrated 40 customers to a major LIS software release in six months through close coordination with Product & Engineering.
- Act as primary customer-facing lead for enterprise implementations, aligning stakeholders and ensuring successful adoption across multi-site organizations.
- Coordinated with EMR, instrument, and middleware vendors to validate HL7 interfaces and ensure seamless interoperability across laboratory systems.
- Established project governance, risk mitigation strategies, and communication frameworks that improve visibility and reduce implementation escalations.
- Led go-live planning, command-center operations, and post-launch stabilization, minimizing downtime during critical go-live operations for enterprise customers.

### Technical Account Manager • Support Manager • Software Engineer

**Cerebrum**

Owned customer success and technical account management in a LIS-driven environment while supporting engineering initiatives. Improved workflows, reduced cloud costs, and built automation tools that enhanced system performance and lab operations. Delivered advanced technical support across integrations, infrastructure, and security.

- Owned end-to-end customer relationships for enterprise clients, including onboarding, adoption, and escalation management.
- Acted as primary liaison between customers and engineering, translating requirements into actionable solutions.
- Led complex implementations across multi-stakeholder environments (50+ stakeholders, 10,000+ users).
- Improved turnaround times and reduced AWS/OCI costs through proactive optimization and process improvements.
- Drove product adoption by aligning platform capabilities with customer operational goals.

### Web Security Analyst • Web Developer

**SiteLock**

Performed malware analysis, vulnerability reviews, and web security remediation for customer sites. Developed small-scale web tools and integrations to assist security workflows.

- Drove early adoption of Machine Learning and A.I. to help write better definitions faster.
- Investigated and mitigated attacks through log analysis, code review, and custom cleanup solutions.
- Identified recurring vulnerability patterns and wrote definitions to deploy improvements across customer environments.

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## Education & Certifications

**SANS:** GIAC Web Application Penetration Tester (GWAPT)  
**CompTIA:** Network+ | Security+  
**Glendale Community College:** Associate's Degree