

Merlin Komenda

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Director of Implementation designing scalable SaaS onboarding systems in high-growth environments. Build operating models that reduce time-to-value, increase predictability, and expand team capacity through process architecture and AI-enabled leverage.

Selected Leadership Impact

- Reduced implementation time-to-live by 40% and internal effort by 30%.
- Eliminated 35% operational effort through cross-functional process redesign.
- Led onboarding across a \$3.8M ARR portfolio.

WORK EXPERIENCE

Director of Implementation (global) – Zappi

09/2024 - present

- Own global Implementation operations across a \$3.8M ARR portfolio.
- Manage and develop two Implementation Managers; set goals and forecast capacity.
- Architected and redesigned operating model, reducing time-to-live by 40% YoY while maintaining 9/10 customer satisfaction.
- Standardized onboarding into defined tiers and scalable frameworks.
- Strengthened cross-functional execution across Sales, CS, and AM.

Customer Expertise Manager – Zappi

07/2023 - 08/2024

- Led onboarding strategy for enterprise and mid-market customers, improving NPS (34+) and CSAT (4.5).
- Led process optimization initiatives to improve delivery consistency.
- Partnered cross-functionally to launch new knowledge resources and digital assets.

Senior Project Manager, Operations - Bonterra

07/2022 - 06/2023

- Led cross-functional process redesign eliminating 35% of operational effort.
- Served as SME for enterprise implementation lifecycle.
- Managed portfolio of enterprise clients; facilitated complex solution changes..

Early Career – GiveGab (2016–2018)

Project Manager- GiveGab/EveryAction/Bonterra

09/2018 - 03/2021

- Managed 25+ client implementations annually across foundations, NPOs, and universities, supporting \$101M+ in fundraising revenue over three years.
- Developed internal best practices and trained new team members during rapid team expansion.

Early Career – GiveGab

(2016–2018)

Associate Project Manager - GiveGab

Customer Success Representative - GiveGab

- Progressed from Customer Success Representative to Associate Project Manager, managing concurrent client implementations and exceeding service metrics.

Entrepreneurial Experience

- *Founded and operated a landscaping business; led small crews and managed client budgeting.*

EDUCATION

- *Bachelor of Art in Communications – SUNY Cortland*

Graduation Year – 2017

Systems & Tools: Salesforce, Jira, Confluence, Airtable, Tableau, Sisense | **AI & Automation:** ChatGPT, Gemini