

# Peter Paralikas

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## PROFESSIONAL SUMMARY

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- PMP-certified Customer Success Manager with 6+ years of experience driving enterprise customer outcomes and leading cross-functional project initiatives.
- Proven track record of reducing customer time-to-value by 55% and improving API development efficiency by 45% for 12+ enterprise clients.
- Technical engineering background enables effective stakeholder management across developer and executive teams, with expertise in Agile methodologies and customer lifecycle management.

## SKILLSET

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- Project Management: Microsoft Office, SharePoint, Confluence, JIRA, G-Suite, Figma, LLM-utilization, Agile/Scrum Methodologies, Stakeholder Management, Risk Assessment, Budget Oversight, Conflict Resolution
- Customer Success: Customer Retention/Expansion, Customer Lifecycle Management, Presentation Skills, Team Leadership
- Development & Design: AutoCAD, C, C#, C++, HTML, Python, Java, Mathcad, Quartus II, PIC, MATLAB, Maple, ignite (6 & 7), Mac, PC, Linux

## EDUCATION

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- VILLANOVA UNIVERSITY, Masters of Cybersecurity (December 2020)
- VILLANOVA UNIVERSITY, College of Engineering, Villanova, PA (May 2018)
  - Cumulative GPA: 3.52
  - Bachelor of Science Computer Engineering - Minor in Engineering Entrepreneurship

## CERTIFICATIONS & OTHER AWARDS

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- **Project Management Professional** (Project Management Institute - November 2024)
  - Proof of study and application of Project Management industry best practices as well as understanding of project team management for enterprise success
- **Eagle Scout** (Boy Scouts of America - 2018)

## PROFESSIONAL EXPERIENCE

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- **digitalML** (May 2021– Present)  
*Customer Success Manager*
  - Lead Customer Onboarding & Project Success with 12 enterprise customers, introducing the ignite platform and the capabilities it holds for developers to improve API development flow efficiency by 45%
  - Reduce customer time-to-value by 55% through streamlined onboarding processes, such as a revamped documentation site and “Checklist-To-Success” developed by me
  - Gather customer requirements and integrate them into product pipeline through collaboration with Engineering to both introduce new and improve upon existing functionality in our product, personally leading initiatives on over 15 new features
  - Leverage cross-functional team leadership skills to lead collaborative initiatives with customers, leading to 25% additional users on the platform and additional collaborative opportunities with enterprises
  - Empower customer leadership and users to enhance API lifecycle flow by 43%
  - Developed and launched “Ignite-Bites,” a video series around the ignite product and its functionality in the API & AI space
  - Prototype improvements on our core product, presenting to leadership and engineering
- **L3 Harris Corporation** (June 2018 – April 2021)  
*Systems Engineer*
  - Design and run procedures for over 15 quality assurance tests over the course of two months, presented directly for foreign national customers as the final step in customer purchases, leading to 100% successful purchases in all cases
  - Design integration systems within military vehicles for use with L3 Harris products
  - Utilize AutoCAD to design system for US Military Base & Vehicle utilization
  - Coordinate weekly with multiple teams for latest L3 Harris radio products on long-term testing standards
  - Monitor and handle resource allocation on large-scale testing on cutting edge L3 Harris hardware
  - Create testing scripts for rapid software releases for latest L3 Harris radios