Maximilian Goddard

Service Delivery & Implementation Manager | B2B SaaS & UCaaS

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PROFESSIONAL SUMMARY

Service Delivery and Implementation Manager who gets B2B SaaS customers from signed contract to a confident go-live, then keeps the service running well after launch. Five years at Nextiva: as an Implementation Manager, ran 40–50 concurrent mid-market SaaS and UCaaS onboardings, ranked #1 in Time-to-Go-Live, and delivered 93% on time at 95% CSAT; then, as one of the first Service Delivery Managers, managed a $14M enterprise cloud communications (UCaaS and CCaaS) portfolio at 96.5% gross revenue retention with zero SLA breaches. Two-time Nextiva Achievers Award winner (2022 and 2024); earlier, almost three years at Amazon Ring, rising from Technical Support to Team Lead.

CORE SKILLS

Service Delivery & Implementation: Service Delivery · Software Implementation · SaaS Onboarding · Customer Onboarding · Implementation Planning · Requirements Gathering · System Configuration · Go-Live Support · Customer Training · Time to Value

Customer Success & Escalations: Customer Success · Product Adoption · Customer Retention · Account Management · Customer Escalation Management · Root Cause Analysis · Service Level Agreements (SLA) · Stakeholder Management

Delivery Operations & Leadership: Project Management · Project Plans · Risk Management · Agile Project Management · Key Performance Indicators · Performance Reporting · Process Improvement · Team Leadership · Coaching & Mentoring

Technical & Tools: UCaaS · CCaaS · Unified Communications · Voice over IP (VoIP) · Interactive Voice Response (IVR) · Single Sign-On (SSO) · SAML 2.0 · SCIM · REST APIs · JSON · Network Troubleshooting · Jira · Jira Service Desk · CRM · Salesforce · HubSpot · Asana

Automation & AI: Workflow Automation · Zapier · n8n · Airtable · Generative AI · Prompt Engineering · ChatGPT · Microsoft Copilot

PROFESSIONAL EXPERIENCE

Nextiva — **Apr 2021 – May 2026**

Service Delivery Manager — **May 2023 – May 2026**

Selected from a group of high-performing Implementation Managers to help build the new Service Delivery Manager function.

- Managed a **$14M enterprise** cloud communications (**UCaaS and CCaaS**) portfolio at **96.5% gross revenue retention**, owning day-to-day service operations, SLA performance, and product adoption after go-live.
- Maintained **zero SLA breaches** while handling critical escalations from first contact through root-cause analysis, keeping customers informed until each issue was closed.
- Helped the team reduce **mean time to resolution (MTTR)**, improve customer effort scores, and optimize team utilization by bringing AI-enabled tools and workflows into day-to-day service delivery.
- As one of the first SDMs, partnered with leadership to build the **Service Delivery playbook** and workflows, ensuring consistency across the new function.
- Partnered with Customer Success Managers on high-touch advisory support and account health; CSMs held formal ownership of QBRs, renewals, and retention.
- Earned the **2024 Nextiva Achievers Award**, recognized among the **top three performers** across the Customer Success teams.

Implementation Manager | Remote — **Apr 2021 – May 2023**

Owned SaaS and UCaaS onboarding for mid-market customers, from Sales handoff to go-live and hypercare.

- Managed **40–50 concurrent mid-market implementations**, a **$3.5M ARR** implementation pipeline, from Sales handoff through discovery, configuration, training, go-live, and two weeks of hypercare.
- Achieved **93% on-time delivery** with **less than 8% milestone slippage** and **95% CSAT** at handoff.
- Ranked **#1 in Time-to-Go-Live** and averaged **45–50% monthly completions** against a 30% team benchmark by spotting blockers early and keeping clear ownership on every milestone.
- Delivered an on-time **40+ location rollout** with site-specific configuration, provisioning, call flows, training, and validation.
- Recovered an at-risk implementation by resetting scope, milestones, communication cadence, and ownership, then went live **ahead of the revised timeline**.
- Earned the **2022 Nextiva Achievers Award**, recognized among the **top three performers** across the Customer Success teams.

Amazon (Ring) **Jun 2018 – Apr 2021**

Team Lead, Executive Resolutions | Remote **Feb 2020 – Apr 2021**

- Led and coached a **10-person** Executive Resolutions team handling complex technical and high-visibility customer issues, sustaining **97% SLA performance** and **90% QA** while keeping one-on-ones at full completion.
- Directed executive-level outreach on high-risk customer relationships, coordinating technical investigations and aligning support teams around clear resolution plans.
- Partnered with development teams to **automate customer outreach workflows**, making Executive Resolutions communications more consistent.
- Handpicked after earning **Rookie of the Year** to represent Customer Experience for a Ring video doorbell product launch. For the first 30 days after launch, owned first-wave customer tickets end to end, joined daily executive briefings, built an internal knowledge base for trending issues, and worked with the Trending and Engineering teams to fast-track firmware updates, contributing to the **top-rated product launch on Amazon**.
- Represented Customer Experience on beta initiatives, including Ring's autonomous drone camera, sharing frontline testing findings with product teams.

Executive Resolutions Specialist | Remote **Sep 2019 – Feb 2020**

- Earned Executive Resolutions **Rookie of the Year** by leading the team with **48 flipped Amazon reviews**, improving the overall star ratings of Ring's video doorbell and Spotlight Cam products.
- Turned customers who had left reviews of 3 stars or lower into **4- to 5-star experiences** through white-glove, high-stakes resolution.
- Advanced a two-month investigation across **approximately 30 customer test cases** by setting up weekly collaboration with **Amazon Alexa Engineering** and organizing repeatable troubleshooting evidence for a persistent Live View failure.
- Created a dedicated Alexa Skill resource hub with troubleshooting guidance, and re-engaged affected reviewers once the solution was available.

Solutions Advisor | Mesa, AZ **Dec 2018 – Sep 2019**

- Resolved **Level II** networking, router, firewall, firmware, device, and connectivity escalations by isolating environmental causes and partnering with Engineering on product-level defects.
- Improved the quality of technical investigations by documenting recurring failure patterns, customer evidence, and reproducible troubleshooting steps for Engineering review.

Technical Support | Mesa, AZ **Jun 2018 – Dec 2018**

- Guided customers through Ring app functionality, device setup, network configuration, and device pairing to get their products activated successfully.
- Earned promotion to **Level II** Technical Support (Solutions Advisor) **within six months** for strong technical troubleshooting, customer education, and issue ownership.

PHP Agency LLC | **Financial Services Representative** **Dec 2012 – Apr 2016**

- Advised clients of a financial services marketing organization on financial protection products, explaining complex options in plain language so they could make confident decisions.
- Built client relationships and developed new business by listening first, explaining clearly, and following through.

PROJECTS

AI Toolkit for SaaS Implementation & Customer Success | Personal portfolio project

Four live tools built from real delivery problems; try them with sample data at maxgoddardstrategicservices.lovable.app.

- Call Flow Builder: turns a plain-English business description into IVR menus, department routing, and after-hours handling.
- Churn Risk Identifier: scores onboarding, engagement, support load, and sentiment as Red/Yellow/Green risk.
- Implementation Health Tracker: tracks milestone ownership through hypercare and summarizes go-live readiness.
- QBR Dashboard Generator: turns account data, adoption, goals, outcomes, and risks into an executive-ready QBR dashboard.

AI Onboarding Email Automation | Working prototype

- Built a working Airtable, Zapier, Claude API, and Gmail prototype that connects client intake to a personalized welcome email and updates the client record. Honest scope: an independent portfolio build with expected impact, not measured results.

EDUCATION & CERTIFICATIONS

Associate of Science, Business, Pasadena City College **2010 – 2012**

Certifications: Customer Success Foundations Professional Certificate (ChurnZero) · Atlassian Agile Project Management Professional Certificate · Career Essentials in Generative AI (Microsoft & LinkedIn) · Onboard New Customers for Loyalty, Engagement, and Expansion (LinkedIn)