

BRANDON BELL

Senior Customer Success Engineer

Dallas-Fort Worth, TX • bbell@brandonbellsystems.com

linkedin.com/in/brandon-bell • brandonbellsystems.com • [GitHub.com/BrandonBellSystems](https://github.com/BrandonBellSystems)

PROFESSIONAL SUMMARY

Customer Success leader with 10+ years in enterprise SaaS — managing public-sector and B2B accounts, driving renewals, and owning executive relationships. Now applying that domain expertise to design and build software tools that solve the CS problems I spent a decade living inside.

At Lexipol, I managed 300+ accounts across police, fire, and municipal agencies. Maintained >90% annual renewal rate and 110–125% NRR. Delivered 60+ executive QBRs annually and cut time-to-value 30–45% through standardized adoption playbooks.

Built CSI Pro, a Customer Success intelligence platform with AI-generated QBRs, renewal scoring, escalation triage, and prescriptive advisor — using LLM collaboration as a force multiplier for implementation. Also shipped a Python CLI codebase scanner, a flaky test detection system, and multiple developer productivity tools. Operate across 20+ AI models and multiple API integrations for research and production. Available at customersuccessintelligence.com.

AREAS OF EXPERTISE

Design Methodology

I design complete system architectures mentally — specifying every layer, dependency, data flow, and edge case before any code is written. I then collaborate with LLMs as an implementation team: providing specifications, acceptance criteria, and validation checkpoints. This allows me to ship production-grade software across multiple stacks with accelerated development — operating as architect rather than implementor.

Customer Success & Operations

Customer Retention & Renewals • SaaS Adoption Strategy • Executive QBRs & Presentations • Net Revenue Retention (NRR) • Escalation Management • Onboarding & Time-to-Value • Public Sector & GovTech • Churn Risk Identification • Cross-Functional Coordination • Stakeholder Engagement

Technical & Systems

Systems Architecture • LLM Collaboration & AI Workflow • Multi-Provider AI Integration • Python / JavaScript / CLI Tools • REST APIs & Web Crypto • Cryptographic Security (Applied) • Accessibility Engineering (WCAG) • CI/CD & PyPI Packaging

PROFESSIONAL EXPERIENCE

Senior Customer Success Engineer — Brandon Bell Systems

Jan 2025 – Present | Dallas–Fort Worth, TX (Remote)

Building production-grade software informed by 10 years of Customer Success experience — designing systems that address the operational challenges I encountered managing enterprise accounts. Define architecture, write specifications, set acceptance criteria, and validate outputs against production-grade standards using LLM collaboration.

- CSI Pro — Customer Success intelligence platform with renewal scoring, AI-generated QBRs, escalation triage, prescriptive advisor, and encrypted document management. 20-layer architecture, six AI providers, WCAG 2.1 AA.
- Archeo — Python CLI for software archaeology: scans codebases for technical debt, links Git blame context, runs complexity analysis. 30+ tests, CI/CD, packaged for PyPI.
- FlakeCapsule — Open-source flaky test detection and replay system. Published on GitHub under MIT License.
- Build Stability System, Client Acquisition Engine, Prompt Engine — Developer and business productivity tools with accessibility, persistence, and responsive design.

Customer Success Manager — Lexipol (via Praetorian Digital merger)

May 2017 – Jul 2025 · Frisco, TX

- Managed 300+ public-sector SaaS accounts (police, fire, municipal agencies) with a tiered coverage model; owned the top 40–60 accounts with full executive QBR cadence.
- Maintained >90% annual renewal rate and achieved 110–125% NRR across the portfolio.
- Delivered 60+ executive QBRs per year with value framing, roadmap alignment, and outcomes tracking tailored to decision-makers in government and public safety.
- Created standardized onboarding and success playbooks that cut time-to-value 30–45% across customer segments.
- Partnered with Engineering and Product to reduce support ticket load, routing structured client feedback into the roadmap and cutting implementation-related tickets approximately 20%.
- Personally designed and built AI-enhanced diagnostic tools for account health scoring and renewal triage, accelerating risk identification and CS prioritization.

Inside Sales Account Manager — Inspire Technology, LLC

Jun 2015 – May 2017 · Frisco, TX

- Managed a \$1M+ B2B revenue book with national retail and distributor accounts.
- Increased net-new accounts by 25% via outbound prospecting, trade shows, and referral development while strengthening long-term channel partnerships.

Customer Support & Training Manager — Mach Speed Technologies / JLab Audio

Feb 2012 – Jun 2015 · Ada, OK/Frisco, TX

- Led a 10–25 person customer support team during 4x company growth, scaling processes and schedules across peak seasons.
- Built training systems and authored documentation that improved CSAT and reduced time-to-resolution.

PROJECTS

CSI Pro — Customer Success Intelligence Platform

JavaScript • Web • AI • WCAG 2.1 AA

Production-grade CS intelligence platform that predicts renewal probability, generates executive QBR narratives, produces escalation triage briefs, provides prescriptive retention recommendations, and manages encrypted client documents — entirely browser-based, zero server dependency. Available at customersuccessintelligence.com and [GitHub](#).

- **AI Integration:** Six providers (Anthropic Claude, OpenAI, Google Gemini, OpenRouter, Ollama, Generic) with encrypted key management, connection testing, and automatic fallback
- **Security:** AES-256-GCM encryption, PBKDF2 key derivation, CSP headers, XSS sanitization, zero-retention provider routing
- **Accessibility:** WCAG 2.1 AA — keyboard navigation, ARIA live regions, focus traps, skip-to-content, color-blind safe indicators, reduced motion support
- **Architecture:** 20-layer modular system — scoring engine, sentiment analysis, QBR/triage/advisor generators, multi-provider AI client, chat sessions, web research, document vault, unified context pipeline
- **Tech Stack:** Vanilla JavaScript (zero dependencies), HTML5, CSS3, Web Crypto API, IndexedDB, localStorage

Archeo — Software Archaeology CLI

Python • Dev Tools • Cross-Platform

Python CLI tool for scanning codebases for technical debt markers (TODO, FIXME, HACK), linking Git blame context, running cyclomatic complexity analysis, and generating AI remediation plans. Packaged for PyPI with comprehensive test suite.

- **Scanner:** Multi-language support (Python, JS, TS, Go, Rust, Java, C/C++, Ruby, PHP) with configurable patterns and file rules
- **Git Integration:** Blame annotation on each finding (author, date, commit) with graceful fallback
- **Analysis Engine:** Cyclomatic complexity estimation via token-based control flow analysis
- **AI Remediation:** Optional OpenAI integration with anonymized findings → prioritized fix plans in Markdown
- **Quality:** 30+ tests, pytest coverage, Bandit security scan, mypy type-check, GitHub Actions CI/CD (Python 3.9–3.12)
- **Distribution:** PyPI-ready, Click CLI with 15+ options, SECURITY.md vulnerability reporting policy

SKILLS & TOOLS

Technical

GitHub • Python • JavaScript / HTML / CSS • Web Crypto API • REST APIs • Anthropic Claude • Google Gemini • OpenAI • Ollama /Local LLMs • CI/CD (GitHub Actions) • Extended LLM Fluency (GLM, Kimi, MiniMax, DeepSeek, Qwen, Llama, Gemma, Phi, and Mistral)

Operations

Salesforce • HubSpot • Zendesk • Jira • Confluence • Slack • Zoom • MS Teams • MS Office • Asana • Excel • Google Sheets • PowerPoint

EDUCATION

Systems Architecture & AI Operations — Self-directed study, 2024–Present

Business & Marketing Strategy — Self-directed study, 2024–Present