

Christian Armstrong

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SUMMARY

Deployment strategist and **public sector customer success** leader with 12 years guiding mission focused technology programs across federal security, **cyber disruption**, **threat intelligence**, and investigative environments. Leads governance, adoption, training, executive reporting, QBRs, MBRs, risk management, and multi stakeholder roadmaps for strategic accounts using AI assisted analytical platforms. Coordinates embedded delivery teams without formal authority, aligning government leaders, analysts, trainers, product teams, engineers, and revenue stakeholders around measurable outcomes. Builds dashboards, automated value readouts, workflow transition plans, and readiness gates that support customer ownership, renewal, and expansion. Applies practical AI fluency, blockchain intelligence experience, financial crime knowledge, and sound judgment around human review in sensitive settings. Offers disciplined execution, clear communication, and mission focused partnership for complex public sector deployments.

EXPERIENCE

Principal Deployment Strategist

January 2024 - Present

Sentinel Ridge Analytics

Reston, VA

- Leads a federal investigative technology deployment supporting 28 embedded specialists, government stakeholders, training teams, product partners, and mission outcomes. Owns governance, adoption, reporting, transition planning, risk management, and executive value narratives.
- Directed federal deployment **governance** for 28 specialists, clarifying **decision rights** and delivery priorities.
 - Built usage **dashboards** combining readiness, case support, and mission outcomes for executive reviews.
 - Designed **workflow transition** gates that shifted repeatable analysis toward trained government users.
 - Led QBRs and MBRs connecting wins, risks, **adoption** trends, and renewal planning.
 - Delivered AI investigation training pairing prompt methods, source validation, and **human judgment**.
 - Maintained risk and issue controls across customer, product, training, and investigative teams.

Senior Customer Success Strategist

July 2021 - December 2023

Harbor Point Cyber Solutions

McLean, VA

- Owned success planning for a **national security** customer using threat intelligence and cyber disruption capabilities. Coordinated analysts, trainers, engineers, and **customer success** personnel through adoption milestones, enablement, reporting, reviews, and product feedback cycles.
- Owned success planning that translated mission objectives into adoption milestones and operating outcomes.
 - Coordinated 18 analysts, trainers, engineers, and success staff through shared program cadences.
 - Launched **headquarters** and field **enablement** with readiness checks before live operational work.
 - Developed automated weekly readouts linking usage signals with documented investigative wins.
 - Facilitated **QBRs** and **MBRs** presenting maturity, risks, progress, and decisions clearly.
 - Converted field feedback into prioritized platform improvements while protecting active workflows.

Customer Success Manager, Investigations

March 2018 - June 2021

Clearwater Financial Intelligence

Washington, DC

- Managed adoption for **public sector** and regulated industry teams using blockchain intelligence and **financial crime** investigation tools. Built onboarding, account health measures, customer reviews, escalation processes, and decision records supporting investigative confidence and continuity.
- Managed **adoption** for investigators tracing suspicious transactions with **blockchain intelligence** tools.
 - Created onboarding pathways using case exercises, office hours, and readiness checkpoints.
 - Established health measures around usage, workflow completion, training, and verified outcomes.
 - Ran customer reviews that surfaced investigative wins, constraints, and **expansion** use cases.
 - Coordinated escalations among investigators, engineering, and support during urgent issues.
 - Introduced risk logs and decision records that preserved continuity across stakeholder changes.

Program Analyst, Cyber Operations

June 2015 - February 2018

Redwood Defense Technologies

Arlington, VA

- Supported government cyber disruption programs through integrated roadmaps, operational reporting, training readiness, user acceptance, workflow documentation, and executive decision support. Connected technical teams with mission stakeholders in sensitive operating environments.
- Maintained integrated roadmaps linking dependencies, decisions, milestones, and operational reporting.
 - Built dashboards combining delivery status, readiness, issue aging, and operational indicators.
 - Facilitated analyst and software sessions that shaped requirements and test scenarios.
 - Prepared executive briefings on progress, risks, mitigations, and decision choices.

- Coordinated user acceptance activities before broader field deployment of analytical capabilities.
- Developed onboarding materials that reduced reliance on informal knowledge transfer.

Program Coordinator, Public Sector Technology

October 2014 - May 2015

Blue Meridian Consulting

Fairfax, VA

Coordinated government technology engagements involving security analysts, implementation staff, and customer program offices. Managed schedules, reporting, training logistics, action registers, sprint support, and decision records across concurrent workstreams.

- Coordinated schedules, deliverables, and stakeholder actions across government technology engagements.
- Maintained action, risk, and issue registers with owners, dates, and escalation decisions.
- Produced weekly status summaries from project data and stakeholder updates.
- Organized user training logistics and tracked technical questions through closure.
- Supported sprint planning by reconciling priorities, capacity, and contractual milestones.
- Standardized meeting records and decision logs for faster team onboarding.

PROJECTS

Federal Deployment Value Readout 📅 2024

Created a weekly automated readout connecting platform usage, analyst readiness, case support, mission wins, risks, and roadmap decisions for government stakeholders.

Customer Ownership Transition Roadmap 📅 2023

Built staged readiness gates that moved repeatable investigative workflows from provider delivery toward partnership and advisory support as customer capability matured.

LEADERSHIP & AWARDS

- Project Management Professional recognition, earned 2020, reflecting disciplined program delivery across public sector technology engagements.
- Certified Customer Success Manager Level 2, earned 2022, supporting adoption, retention, and strategic account value.
- Led embedded delivery coordination for a 28 person federal deployment, earning sustained executive confidence through clear governance and reporting.

EDUCATION

Bachelor of Science in International Affairs

2014

George Mason University GPA: 3.5

Fairfax, VA

Coursework: Public policy, international security, government operations, intelligence analysis

CERTIFICATIONS

- Project Management Professional 📅 2020
- Certified Customer Success Manager Level 2 📅 2022

TECHNICAL SKILLS

- **Program Governance:** Program charters, decision rights, escalation paths
- **Customer Success:** Adoption planning, account health, renewal support
- **Business Reviews:** QBRs, MBRs, executive readouts
- **Reporting Tools:** Automated dashboards, weekly value readouts, metrics
- **Investigation Platforms:** AI assisted investigations, case support, workflow analysis
- **Intelligence Domains:** Threat intelligence, cyber disruption, critical infrastructure
- **Financial Intelligence:** Blockchain intelligence, crypto investigations, financial crime
- **Training Methods:** User onboarding, readiness gates, field enablement
- **Risk Controls:** Risk logs, issue registers, mitigation tracking
- **Delivery Practices:** Roadmaps, sprint coordination, user acceptance testing
- **Government Operations:** Federal law enforcement support, national security, public sector delivery

SKILLS

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|----------------------|-----------------------|-------------------|-------------------|
| • Program Management | • Threat Intelligence | • Financial Crime | • Risk Management |
| • Customer Success | • Cyber Disruption | • QBRs | • User Training |

- Deployment Strategy
- Blockchain Intelligence
- MBRs
- Value Realization
- AI Fluency
- Crypto Investigations
- Governance

PROFESSIONAL AFFILIATIONS

- Public sector technology community participant focused on mission delivery, adoption, and customer outcomes.
- Cyber disruption and threat intelligence practitioner network contributor supporting practical investigative workflows.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST