

Joshua Martin

Technical Implementation Leader | Enterprise SaaS | Customer Success
josh@spartanturtle.com | [623] 203-0216 | www.spartanturtle.com



Summary

Enterprise technical leader with 10+ years bridging customers, engineering, and business operations across SaaS and healthcare technology. Leads complex implementations from discovery through go-live, including multi-site environments, HL7/EMR integrations, executive stakeholders, and deployments supporting 10,000+ users. Background spans technical account management, software engineering, cloud infrastructure, and cybersecurity.

Core Skills

Customer Success, Enterprise PM, Stakeholder Management, SaaS Adoption, API Integrations, AWS/OCI, Infrastructure, Technical Troubleshooting, Security (GWAPT), Automation (Bash/PowerShell)

Professional Experience

Enterprise Implementation Project Manager

NovoPath (2025 – 2026)

Lead enterprise LIS implementations across hospitals and multi-site organizations, including HL7/EMR integrations, validation, go-live, and post-launch stabilization.

- Migrated 40 customers to a major LIS release in six months through Product and Engineering coordination.
- Lead enterprise customers from discovery through production go-live across multi-site deployments.
- Coordinate EMR, instrument, and middleware vendors to validate HL7 interoperability.
- Establish project governance and risk controls that reduce implementation escalations.

Technical Account Manager • Support Manager • Software Engineer

Cerebrum (2019 – 2024)

Owned enterprise customer relationships while bridging Support, Engineering, and product delivery in a healthcare technology environment.

- Managed enterprise customers across onboarding, adoption, technical escalations, and ongoing account success.
- Served as primary liaison between customers and Engineering, translating operational requirements into technical solutions.
- Led complex implementations across multi-stakeholder environments (50+ stakeholders, 10,000+ users).
- Improved system performance and reduced AWS/OCI costs through infrastructure optimization, automation, and process improvements.

Web Security Analyst • Web Developer

SiteLock (2016 – 2019)

Performed malware analysis, vulnerability remediation, and development work supporting large-scale web security operations.

- Investigated and mitigated web attacks through log analysis, code review, and custom remediation.
- Helped introduce machine learning and AI-assisted workflows to accelerate security-definition development and identify recurring vulnerability patterns.

Education & Certifications

SANS:

GIAC Web Application Penetration Tester (GWAPT)

CompTIA:

Network+ | Security+

Glendale Community College:

Associate's Degree