DEAN REESE

TECHNICAL ACCOUNT MANAGER AT STRIPE | PAYMENTS, ENTERPRISE ADVISORY & APPLIED AI

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PROFESSIONAL PROFILE

Technical account manager and payments technology leader with 10+ years of enterprise-facing experience across fintech, banking, SaaS delivery, and technical operations. At Stripe, supports customers in Media, Entertainment, Gaming & Sports (MEGS). Brings executive-facing advisory, escalation leadership, implementation coordination, and an operator's perspective from building AI-enabled products through Home Based Daddy, LLC.

CORE STRENGTHS

Enterprise technical advisory | Payments integrations & money movement | Incident & escalation coordination | Customer success & adoption | Cross-functional delivery | AI-enabled products & automation | Risk-aware execution

PROFESSIONAL EXPERIENCE

Stripe | Technical Account Manager, MEGS

May 2026 - Present | Remote

- Support enterprise customers in Stripe's Media, Entertainment, Gaming & Sports segment through proactive technical account management and consultative guidance.
- Coordinate with internal product, engineering, support, and account teams to investigate integration issues, prioritize risks, and drive clear resolution paths.
- Translate technical findings into actionable recommendations for technical and executive stakeholders, with emphasis on reliability, operational outcomes, and product adoption.

Home Based Daddy, LLC | Founder

Current | Independent venture

- Build and operate a portfolio of AI-enabled software and digital services, including BillFound, Kueola, Sunny Texts, and HBD WebCare.
- Built Sunny Texts, an AI-driven SMS companion for adults 55+, using Next.js, Twilio, OpenAI API, Supabase, Stripe, and Vercel.
- Own product scoping, customer experience, integrations, automation workflows, and practical go-to-market execution across ventures. Portfolio: homebaseddaddy.com.

Paymentus | Account Director II, Banking & Fintech Delivery

July 2025 - May 2026 | Remote

- Owned post-sale delivery and operational coordination for enterprise banking and fintech users of the Paymentus Instant Payment Network across bill pay, loan payments, A2A, and digital money movement.
- Led complex escalations, production-issue coordination, and go-live readiness while aligning product, engineering, implementation, compliance, support, and external partners.
- Supported executive communication, risk assessments, forecasting, and resource planning for successful delivery.

ADDITIONAL EXPERIENCE

KlariVis | Client Success & Training Manager

July 2023 - July 2025 | Remote

- Led delivery and enablement engagements for 40+ banks and credit unions using analytics platforms integrated with Jack Henry and Fiserv core systems.
- Managed and coached five client advocacy leaders; introduced structured success plans, onboarding frameworks, executive engagement, and escalation processes.
- Built the company's first centralized knowledge base with 90+ curated articles and integrated AI-enabled search and self-service support.

First American Docutech | Technical Customer Relationship Manager

May 2021 - June 2023 | Remote

- Owned technical delivery and executive relationships for Platinum-tier financial services clients.
- Coordinated product, engineering, and support teams through compliance-sensitive implementations and high-priority production issues.
- Supported renewal and expansion opportunities through trusted technical guidance and customer advocacy.

Trust Company Bank | Director, Banking Technology & Payments Operations

March 2010 - April 2016 | Memphis, Tennessee

- Led core banking, consumer payments, authentication, fraud, and supporting technology operations, with multi-million-dollar budget and operational P&L responsibility.
- Managed operational leaders and analysts; owned staffing, contracts, vendor costs, forecasting, and variance reviews.
- Advised executives on incidents, audit readiness, system changes, and remediation tied to FFIEC, AML, KYC, and payments requirements.

EDUCATION

Associate of Science, General Studies | Volunteer State Community College

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Artificial Intelligence Governance Professional (AIGP) - IAPP

ITIL 4 Foundations - Axelos | AI in Financial Services - Upstart | AI Agents Fundamentals - Hugging Face

Digital Product Management - University of Virginia | Product Analytics - Product School | Six Sigma Yellow Belt

Freshdesk Admin Expert - Freshworks | Google IT Support Professional Certificate

RELEVANT PLATFORMS & DOMAINS

Payments APIs, webhooks, enterprise integrations, Stripe billing and payment flows, SaaS delivery, AI-assisted workflows, OpenAI API, Twilio SMS, Next.js, Vercel, Supabase, customer enablement, regulated banking operations.

Selected project and writing details: deanreese.me | Venture portfolio: homebaseddaddy.com