

Joey Kubicki

joe.kubicki@gmail.com

(614) 849-2785

Work Experience

Stripe, Inc.

New York, NY

Technical Account Manager, Platforms

May 2022-April 2025

- Accelerated the payment success of Stripe's largest users who process more than \$100B dollars annually
- Delivered strategic and data-driven business insights on merchant onboarding, payment performance, fraud prevention, risk management, 1099 tax reporting, and regulatory compliance.
- Navigated cross-functional partnerships with product, engineering, and operations teams. Guided new feature requests and led rollouts, integration deployments, and managed key processing events.
- Worked with Stripe's core Payments APIs, Billing features, KYC verifications, and card network fees.
- Focused on top SaaS Platforms navigating custom API integrations that white-label the Stripe experience
- Helped users update onboarding processes related to regulatory changes and risk-based assessments.

Adobe Systems

Seattle, WA

Technical Account Manager

March 2021-April 2022

- Developed and executed plans to monitor overall technical health, drive solution adoption across the product suite, mitigate deployment risks, and validate solution architecture.
- Led strategic roadmap and issue resolution conversations across internal product, engineering, consulting, and account teams, and facilitated communication back to customer senior leadership.
- Identified and facilitated new opportunities for customers to engage with engineering, support, and consulting teams to drive product development.

Adobe Systems

San Francisco, CA

Technical Consultant, Success Services

Jan 2019 - Feb 2021

- Designed and delivered tune-up programs to provide customers with technical updates, strategic guidance, and solution roadmaps to drive immediate and long-term value with their licensed solutions.
- Collaborated with Adobe account teams to scope license renewals following the custom tune-up programs, resulting \$2M+ in recurring book of business.
- Developed digital marketing strategies for B2C and B2B customers across retail, hotel, travel, banking, healthcare, global media, and high-tech industries.

Adobe Systems

San Francisco, CA

Implementation Consultant

July 2017 - Dec 2018

- Scoped and delivered solution implementations for Adobe's data management platform.
- Connected customer data systems and built audiences for activation across search, social, and display marketing channels for both B2C and B2B customers.
- Created and conducted customer facing and internal workshops as the subject-matter-expert for APIs, Identity Management, and the Experience Cloud Mobile SDK.

Education

Harvard University

Cambridge, MA

B.A. Computer Science

2014-2017

Technical Experience: APIs, SQL, Android/iOS, Java, Python, Web Development (HTML/CSS/JS)

Interests: Cycling, Running, Hiking, Pottery, Basketball, Camping, Traveling, adventures with my dog