

Stephanie Harry

Contact: steffharry@smarciz.com // 716-393-2727

LinkedIn: <https://www.linkedin.com/in/smarciz/>

CLIENT OPERATIONS ARCHITECT

Revenue Systems Architect | Specialized in 0→1 GTM Infrastructure & Revenue Leakage Prevention. Proven track record of architecting scalable post-sales motions that bridge technical rigor with business growth

Strategic GTM Systems Architect with 14+ years of experience engineering scalable post-sales infrastructure and revenue retention frameworks. Expert at bridging the gap between high-level business strategy and technical execution by architecting end-to-end customer lifecycles that maximize Net Revenue Retention (NRR). Proven track record of transforming manual, fragmented support motions into automated, data-driven operating systems that reclaim executive capacity and accelerate time-to-value. Specialized in security-first architecture, maintaining 100% compliance across [SOC2 and TX-RAMP] audits while optimizing global GTM tech stacks.

PROFESSIONAL SUMMARY:

- **Retention Engineering:** Architected proactive communication strategies and streamlined onboarding that boosted client retention by 8% and reduced customer attrition by 7%.
- **Process Engineering & SLA Optimization:** Designed and implemented data-driven support workflows that decreased average resolution time by 93% (from 5 days to 8 hours) and reduced onboarding time by 50%.
- **Security-First GTM Strategy:** Expert in maintaining technical integrity and compliance; managed 100+ security policies and led successful SOC 2 Type II and TX-RAMP certifications to ensure enterprise-grade data governance.
- **Scalable Tech Stack Leadership:** Proficient in architecting integrations across HubSpot, Salesforce, Zendesk, and Jira, focusing on eliminating "tool friction" and codifying 50+ vendor compliance records for streamlined operations.
- **Cross-Functional Systems Alignment:** Acted as the primary translator between Product, Engineering, and Sales to align the Software Development Lifecycle (SDLC) with customer success milestones, achieving 98% alignment on project goals.
- **Analytical Rigor & KPI Governance:** Established comprehensive performance tracking frameworks that maintained a 95% satisfaction rate while automating manual reporting to provide real-time visibility into pipeline health.

EXPERIENCE:

Millington Lockwood | Business & Vendor Operations Coordinator [Revenue Integrity Architect] | 2025–Current

- **Operational Intelligence Architecture:** Engineered a custom order-to-cash tracking system that surfaced a 30% pre-entry error rate; presented data-driven findings to the C-suite to initiate an enterprise-wide overhaul of GTM operational workflows to prevent further revenue leakage.
- **Post-Sales Lifecycle Alignment:** Coordinate complex cross-functional workflows between Sales and Project Management, aligning product orders and delivery schedules to ensure a seamless client transition from Closed-Won to Installed.
- **Institutional Knowledge Management:** Built a centralized training repository to codify complex institutional workflows, standardizing operations and reducing team ramp time.

The Scanning Company, LLC | Business Proposal Consultant (Contract) | 2025

- **Bid Pipeline Architecture:** Lead full-cycle RFP operations with 100% on-time submissions, integrating AI-driven intelligence to expand the bid pipeline and target high-fit public sector opportunities.
- **Standardization & Compliance:** Created a centralized proposal-writing repository and evaluation checklists, improving team consistency and first-pass compliance rates.

BAFO Services, LLC | Technical Proposal & RFP Writer [GTM Enablement Architecture](Contract) | 2024–2025

- **High-Stakes Compliance Management:** Translated complex technical capabilities into high-impact GTM narratives for federal and state RFPs; maintained a 90%+ first-pass compliance rate by aligning technical SMEs with executive win themes.

USERWAY, INC. | Senior Technical Writer (Contract) | 2023–2024

- **Knowledge Management Systems:** Optimized Asana workflows and codified 50+ vendor compliance records into Confluence, reducing team response times by 10%.
- **Executive Alignment:** Partnered with C-suite leaders to align internal operational processes with the requirements of enterprise-level accessibility clients.

SmartEvals, LLC | Strategic Operations & Compliance Lead [GTM Systems Architect] | 2008–2023

- **Phase 3: Revenue Systems & Regulatory Governance (2018–2023):** Focus on SOC2, TX-RAMP, and global CRM automation.

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- **CRM Transformation:** Led the Mission-Critical migration from HubSpot to Zoho, architecting an automated sales ecosystem that prioritized "hot leads" through instant notification triggers and lead-loss prevention logic.
 - **Inbound Demand Gen:** Integrated corporate websites and social platforms (Facebook) directly with Zoho to capture real-time client interaction data and interest signals for the Sales team.
 - **Enablement & Assessment:** Built and deployed an automated Sales Training program, incorporating assessment testing to quantify team proficiency and ensure training effectiveness before market deployment.
 - **Security & Audit Leadership:** Authored 30+ enterprise policies to establish a baseline for regulatory compliance; successfully maintained a perfect SOC 2 Type II pass rate across two audit cycles with zero exceptions.
 - **Regulatory Framework Development:** Self-taught and architected the Tx-RAMP framework from zero, authoring 100+ policies to prepare a sub-\$1M SaaS suite for enterprise-level state auditing.
- **Phase 2: GTM Systems & Technical Integration (2013–2018):** Administered and optimized the entire third-party tech stack (HubSpot, Zoho, Zendesk, Jira), engineering the "Operating System" that bridged the gap between Sales, Support, and Engineering.
 - **CRM Migration & Revenue Architecture:** Orchestrated the transition of Sales operations from a homegrown legacy suite to HubSpot, designing the foundational pipeline logic and automated lead-routing workflows.
 - **Proposal & Security Architecture:** Introduced the use of HECVAT and VPAT frameworks to meet the rigorous procurement standards of higher-education and government clients.
 - **Sales Enablement & Demand Gen:** Developed the foundational infrastructure for social media marketing (FB Ads) and engineered standardized processes for high-stakes conference preparation and lead-capture execution.
 - **Cross-Functional GTM Narrative:** Acted as the primary technical proposal lead, translating software capabilities into persuasive narratives that secured High-compliance B2B SaaS environment institutional contracts.
- **Phase 1: Departmental Birth & SLA Engineering (2008–2013):** Identified and solved high-friction operational gaps that lacked existing ownership; re-engineered the Technical Support department.
 - **Foundational Build:** Built the technical support infrastructure from zero, achieving a 90% first-call resolution rate and maintaining a 95% satisfaction rate while reducing average response time by 20%.
 - **Efficiency Engineering:** Re-engineered the newly formed technical lifecycle motions to achieve a 93% reduction in resolution time (dropping from a 5-day average to 8 business hours). Accelerated customer time-to-value by reducing onboarding time by 50%, ensuring seamless product adoption and early-stage retention.
 - **Knowledge Engineering:** Produced 100+ technical guides and onboarding programs that reduced new employee ramp-up time by 66%.

CERTIFICATIONS:

[HubSpot Revenue Operations Certified \(Nov 2025\)](#)

PROFICIENCIES:

CRM & Post-Sales Operations Ecosystems: Expert-level administration of HubSpot, Zoho, specialized in post-sales and support platforms including Zendesk, Freshdesk.

Project & Knowledge Governance: Advanced configuration of Jira and Confluence for technical documentation ; proficient in Asana, ClickUp, Monday.com, and Slack for cross-functional team alignment.

Engagement & Analytical Intelligence: Leveraging Mailchimp and SurveyMonkey for client feedback loops ; developing Power BI capabilities and utilizing Intermediate SQL for ad-hoc data querying and performance reporting.

Operational Infrastructure: Skilled in WordPress for content management and a power-user of Google Workspace and Microsoft Office Suite.