

# Zachary Sluss

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## EXECUTIVE SUMMARY

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Principal CRM & Enterprise Platforms Solutions Architect with 8+ years leading Salesforce-centric and enterprise platform transformations in global, highly regulated environments. Design and govern multi-cloud CRM, data, and automation capabilities that drive 40%+ productivity gains and 1,000+ hours of annual time savings.

Partner with executives to shape \$1M–\$10M+ technology portfolios, define reference architectures and roadmaps, and build governed, highly adoptable workflows for sales, operations, and leadership teams.

## EDUCATION

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**B.S. Environmental and Resource Economics** | University of New Hampshire | *December 2016*

- Minor: Community and Environmental Planning
- Certifications: [AWS](#), [Certified Tableau Desktop Specialist](#), [Salesforce Certified Platform Administrator](#)

## STRATEGIC & TECHNICAL SKILLS

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### Architecture, Governance & Leadership

Change & release management · Cross-functional stakeholder alignment · Data governance & compliance (CCPA, GDPR, SOX) · Data modeling · Enterprise solution & integration architecture · Executive decision enablement & portfolio optimization · Global CRM/platform ownership · Platform strategy & roadmapping · Security & access design

### Platforms, Data & Analytics

AWS (*Certified*) · Entra · Looker · MS Power Platform · Oracle Cloud Apps · Power BI · Salesforce Multi-Cloud (*Certified*, CPQ, Data Cloud, Experience, Sales, Service) · SAP ERP · Snowflake · SQL · Tableau (*Certified*) · Workday HCM

### Integration, Security & Automation

API integration & management (MuleSoft) · Automation & orchestration (Blue Prism, UiPath, Workato) · Collaboration & delivery (Azure DevOps, Confluence, Jira, Microsoft Teams, Slack) · Containerization & IaC (CloudFormation, Docker, Kubernetes) · End-to-end workflow modernization · Marketing & GTM tools (HubSpot, Marketo, Pardot) · Salesforce Flow

## EXPERIENCE

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Computershare | Shelton, CT (Remote)

**Lead CRM Systems Analyst** | *July 2023 – Present*

**Sr. Sales Systems Analyst** | *December 2022 – July 2023*

**Sr. Sales Analyst** | *October 2021 – December 2022*

**Scope:** Serve as enterprise CRM and platforms architect and CRM platform owner for thousands of global users across 20+ countries. Oversee a \$3M+ annual CRM, analytics, and integration portfolio aligned to executive and board-level growth objectives, setting architecture standards, roadmaps, and governance for the Salesforce-centric ecosystem.

- Define and govern the enterprise CRM reference architecture and multi-year roadmap spanning Salesforce Multi-Cloud, ERP, and analytics ecosystems, documenting solution designs, architecture diagrams, and integration maps to ensure interoperability, data integrity, and scalable growth across all business units.
- Architect and lead a global digital transformation program that improves sales and operational throughput by 40%, automates 1,000+ hours annually, and enforces global process standardization through API-led integration frameworks.

- Design and implement the enterprise governance and compliance model, aligning CRM, integration, and analytics platforms to SOX controls and privacy requirements (GDPR, CCPA) to maintain 100% audit readiness and zero regulatory breaches across all markets.
- Architect a managed services pricing platform that integrates automation and standardized product data models, increasing deal velocity by 30% and enabling a consistent, globally governed pricing strategy.
- Own the CRM and data platform roadmap, aligning architecture decisions with corporate strategy, M&A integrations, and geographic expansion, while managing initiatives to balance risk, capacity, and long-term scalability.
- Enable executive and board-level decision intelligence by designing Salesforce-centered analytics architectures and dashboards for real-time forecasting, pipeline visibility, and revenue insights across regions and product lines.
- Manage a multi-vendor ecosystem (\$3M+ annual portfolio; 10+ contracts) across CRM, integration, analytics, and automation, overseeing vendor selection, contract renewals, and multi-year ROI assessments tied to platform strategy.
- Provide architectural oversight for a delivery portfolio of 12+ concurrent strategic programs annually, ensuring alignment with reference architectures, on-time delivery, and measurable business outcomes.
- Mentor analysts and regional power users and lead cross-functional working groups across sales, operations, finance, and IT to ensure platform decisions reflect real-world workflows and drive high adoption.

CIT Bank | Portsmouth, NH (Remote)

**Funding Manager** | September 2019 – October 2021

**Scope:** Led key technology-enabled lending initiatives within CIT's \$46M+ national syndicate business portfolio, integrating automation, compliance, and data-driven decision frameworks.

- Co-architected cloud-based loan origination modernization, unifying analytics, compliance, and CRM platforms to reduce approval cycles 35% and deliver real-time executive reporting.
- Established data governance and workflow automation standards that improved data accuracy, auditability, and risk oversight across all lending operations.
- Designed workforce enablement frameworks and training systems that cut national new-hire ramp time 80%.
- Partnered with executive leadership to prioritize automation and platform initiatives that improved portfolio yield, accelerated funding timelines, and strengthened compliance integrity.

EVO Payments International | Portland, ME

**Underwriter** | June 2018 – July 2019

**Underwriting Support** | June 2017 – June 2018

**Scope:** Led technology-driven risk initiatives and process modernization for a \$10B+ annual transaction portfolio, helping architect automated risk analytics and compliance workflows within enterprise credit systems.

- Contributed to modernization of credit risk evaluation infrastructure by integrating SQL- and Oracle-based analytics for predictive insight and earlier fraud detection.
- Engineered automated scoring and data-cleansing models that improved accuracy and reduced process time by 60%.
- Collaborated with IT and compliance directors to embed analytics pipelines into enterprise processing systems, aligning risk workflows with global architecture and governance standards.

Black Flag LLC | NH & ME

**Founder & Managing Partner** | March 2017 – **Present**

**Scope:** Founded and scaled multi-channel digital ventures spanning e-commerce, creative media, and analytics-driven services, using them as a lab for automation and cloud systems that later informed enterprise platform architecture work.

- Built and governed a cross-industry digital operations portfolio generating significant revenue across e-commerce, creative production, and technical services.
- Implemented end-to-end automation and analytics frameworks that optimized marketing performance, customer journeys, and operational efficiency across digital channels.
- Delivered advanced aerial mapping and 3D modeling solutions as an FAA-licensed remote pilot, leveraging data visualization and photogrammetry to solve complex client problems in the physical world.