

# Zachary Sluss

[zacharyjsluss@gmail.com](mailto:zacharyjsluss@gmail.com) • (603) 515-6051 • [My LinkedIn](#) • [My \(Fun\) Portfolio](#) • [My \(AI-Enabled\) Portfolio](#)

## EXECUTIVE SUMMARY

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Enterprise CRM & Platforms Leader specializing in multi-million-dollar CRM, ERP, and data ecosystems for large, global enterprises. Deliver 40%+ productivity gains and govern Salesforce-centric, multi-cloud portfolios across 20+ countries.

Have led and influenced technology portfolios in the \$1M–\$10M+ range, driving global transformation across CRM, data, and cloud platforms with measurable ROI and strong compliance outcomes (SOX, GDPR, CCPA).

## EDUCATION

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

- Minor in Community and Environmental Planning
- Coursework in business management, analytics, finance, computer science, marketing, and the natural sciences

## STRATEGIC & TECHNICAL COMPETENCIES

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### Primary (hands-on, core platforms):

Salesforce Multi-Cloud (Sales, Service, Experience, CPQ, Data Cloud) · Salesforce Flow · MuleSoft · API-led integration · Data governance & compliance (SOX, GDPR, CCPA) · SQL · Tableau (Certified) · Power BI · Microsoft Power Platform · Jira · Confluence · ServiceNow (flows & governance) · AWS (Certified).

### Secondary (regular collaboration / governance):

Workday HCM · SAP ERP · Oracle Cloud Applications · Okta SSO · OneTrust · Snowflake · Google BigQuery · Splunk · Marketo / Pardot · HubSpot · Slack · Microsoft Teams.

### Familiar / exposure (evaluation, integration, or partnership with specialist teams):

API management (Apigee, Kong) · Docker · Kubernetes · Infrastructure-as-Code (CloudFormation, Terraform) · Workato · UiPath · Blue Prism · Palo Alto Prisma Cloud · CrowdStrike · Make · Pipedream · Looker · Zoho CRM

## EXPERIENCE

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Computershare | Shelton, CT (Remote)

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

**Sr. Sales Systems Analyst** | Dec 2022 – Jul 2023

**Sr. Sales Analyst** | Oct 2021 – Dec 2022

**Scope:** Lead enterprise CRM and platform strategy as CRM platform owner for thousands of global users across over 20 countries. Oversee a \$1M+ annual CRM, analytics, and integration portfolio aligned to executive and board-level growth objectives.

- Defined and governed enterprise CRM architecture and roadmap spanning Salesforce Multi-Cloud, ERP, and analytics ecosystems - ensuring interoperability, data integrity, and scalable growth across all business units.
- Directed global digital transformation program that improved sales and operational throughput 40%, automated 1,000+ hours annually, and established global process standardization through API-led integration frameworks.
- Instituted enterprise governance and compliance model achieving 100% SOX audit readiness and maintaining zero regulatory breaches across all systems and markets.
- Architected managed services pricing platform integrating automation and standardized product data models, increasing deal velocity 30% and enabling consistent global pricing strategy.

- Defined multi-year CRM and data roadmap ensuring alignment with corporate strategy, M&A integrations, and geographic expansion goals.
- Enabled executive and board-level decision intelligence by designing Salesforce dashboards and analytics frameworks for real-time forecasting, pipeline, and revenue insights.
- Led global change management and adoption strategy, serving as single authority for Salesforce change governance - aligning process, communication, and user adoption across 22+ countries.
- Managed a multi-vendor ecosystem (\$3M+ annual portfolio; 11 contracts) across CRM, integration, analytics, and automation categories - contributing to vendor selection, renewals, and multi-year ROI assessment.
- Oversee a project delivery portfolio of 12+ concurrent strategic programs annually from the CRM/platform side, helping ensure cross-functional alignment, on-time delivery, and measurable business impact.

CIT Bank | Portsmouth, NH (Remote)

**Funding Manager** | Sept 2019 – Oct 2021

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

- Spearheaded cloud-based loan origination modernization, unifying analytics, compliance, and CRM platforms to reduce approval cycles 35% and deliver real-time executive reporting.
- Instituted data governance and workflow automation standards enhancing accuracy, transparency, and risk oversight across all lending operations.
- Defined and executed workforce enablement strategy, cutting new-hire ramp time 80% by designing training systems and process frameworks for a distributed national team.
- Partnered with executive leadership to identify automation initiatives that improved portfolio yield, accelerated funding timelines, and elevated 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 analytics for predictive insight and earlier fraud detection.
- Engineered automated scoring and data-cleansing models that improved underwriting accuracy and reduced turnaround time 60%.
- Collaborated with IT and compliance architects to embed analytics pipelines into enterprise processing systems, aligning with global architecture and risk 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, cloud systems, and emerging tech that later informed enterprise CRM and platform work.

- Built and governed cross-industry digital operations portfolio, generating six-figure revenue through e-commerce, creative production, and technical services.
- Implemented end-to-end automation and analytics frameworks, optimizing marketing performance and operations across digital channels.
- Architected digital commerce and operational framework for a forthcoming trading card and board game venture, aligning creative IP with scalable infrastructure.
- Delivered advanced aerial mapping and 3D modeling solutions as an FAA-licensed remote pilot, leveraging data visualization and photogrammetry for commercial clients.