Zachary Sluss

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EXECUTIVE SUMMARY

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 have increased sales and operational throughput by 40%+ and automated 1,000+ hours annually. Partner with executives on $1M–$10M+ technology portfolios to define reference architectures, roadmaps, and governance models, standardizing workflows across 20+ countries and giving sales, operations, and leadership real-time visibility into pipeline, revenue, and risk.

STRATEGIC & TECHNICAL SKILLS

Architecture, Governance & Infrastructure
Change and release management · Containerization and IaC (CloudFormation, Docker) · Cross-functional stakeholder alignment · Governance and compliance (CCPA, GDPR, SOX) · Data modeling · Enterprise solution and integration architecture · Environment and deployment design (CRM, integration, analytics, and automation) · Executive reporting and portfolio prioritization · Global platform ownership · Platform strategy and roadmapping · Security and access design

CRM, Platforms & Business Systems
CRM migrations and consolidation · HubSpot · Marketo · MS Power Platform · Oracle Cloud Apps (CRM On Demand, NetSuite) · Pardot · Salesforce Multi-Cloud (CPQ, Data Cloud, Experience, Sales, Service) · SAP ERP · Workday HCM

Data, Analytics, Integration & Automation
API integration and management (MuleSoft) · Automation and orchestration (Blue Prism, Power Automate, UiPath) · AWS · CI/CD and delivery tooling (Azure DevOps, Confluence, Jira) · Collaboration platforms (Microsoft Teams, Slack) · Entra · Event-driven and API-led integration patterns · Looker · Power BI · Salesforce Flow · Snowflake · SQL · Tableau

EXPERIENCE

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 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, standardizing solution designs and integration patterns to ensure interoperability, data integrity, and scalable growth across all business units.
- Architect and lead a global digital transformation program that increased sales and operational throughput by 40%, automated 1,000+ hours annually, and enforced global process standardization through API-led integration across CRM, ERP, and analytics platforms.
- Design and implement the enterprise governance and compliance model, aligning CRM, integration, and analytics platforms to SOX controls and privacy requirements (GDPR, CCPA) and sustaining 100% audit readiness with zero regulatory breaches across all markets.
- Architect a managed services pricing platform that integrates automation with standardized product data models, increasing deal velocity by 30% and enforcing 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, and sequencing initiatives to balance risk, delivery capacity, and long-term scalability.

- Enable executive and board-level decision-making by designing Salesforce-centered analytics and dashboards that provide 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, leading 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, enforcing adherence to reference architectures and driving 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 so platform decisions reflect real-world workflows and sustain high adoption.

CIT Bank | Portsmouth, NH (Remote)
Funding Manager | *September 2019 – October 2021*

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

- Co-architected cloud-based loan origination transformation, unifying analytics, compliance, and CRM platforms to reduce approval cycles by 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 programs that cut national new-hire ramp time by 80%.
- Partnered with executive leadership to prioritize automation and platform initiatives that improved portfolio yield, accelerated funding timelines, and strengthened compliance and audit 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 $45M+ annual transaction portfolio, co-architecting automated risk analytics and compliance workflows within enterprise credit systems.

- Modernized credit risk evaluation infrastructure by integrating SQL- and Oracle-based analytics to improve predictive insight and enable earlier fraud detection.
- Engineered automated scoring and data-cleansing models that improved risk assessment accuracy and reduced processing time by 60%.
- Collaborated with IT and compliance leaders 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: Found and scale multi-channel digital ventures spanning e-commerce and analytics-driven services, using them as a lab to design, deploy, and harden automation and cloud patterns later applied in enterprise platform architecture work.

- Build and govern a cross-industry digital operations portfolio generating recurring revenue across e-commerce, creative production, and technical services.
- Implement automation and analytics frameworks that optimize marketing performance and customer journeys across digital channels, validating patterns later reused in enterprise CRM and marketing architectures.
- Deliver advanced aerial mapping and 3D modeling solutions as an FAA-licensed remote pilot.

EDUCATION

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