

# Zachary Sluss

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## EXECUTIVE SUMMARY

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Seeking Enterprise Platforms or CRM Strategy Role | Enterprise Technology Leader driving multi-million-dollar CRM, ERP, and data ecosystems for Fortune 500-scale enterprises. Delivering 40%+ productivity gains, unifying 3,000+ global users across 22+ countries, and governing \$5M+ annual platform budgets. Expert in Salesforce multi-cloud, API-led integration, enterprise data strategy, and digital transformation program leadership to better align technology investments to board-level growth objectives. Recognized for platform roadmap ownership, enterprise architecture governance, managing large vendor portfolios, and enabling C-suite decision-making through data-driven insights.

## 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

## CORE COMPETENCIES

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Enterprise Technology Strategy & Governance | Digital Transformation Leadership | Global CRM, ERP & Enterprise Platform Architecture (Salesforce Multi-Cloud: Sales, Service, Experience, CPQ, Data Cloud) | ERP/HCM & Data Platform Integration | API-Led & Event-Driven Architecture | Enterprise Data Strategy & Analytics Monetization | Cybersecurity & Regulatory Compliance (SOX, GDPR, CCPA) | Platform Governance, Capital Planning & Budget Oversight | Platform Roadmap Ownership | AI/ML Enablement & Enterprise Automation | Cloud Transformation (AWS, Azure, GCP) | Vendor Portfolio Strategy & Contract Negotiation | Global Change Leadership & Stakeholder Alignment | Enterprise Program & Portfolio Management | Enterprise Architecture Frameworks (TOGAF, Zachman) |

## TECHNOLOGY ECOSYSTEMS

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**CRM & Business Platforms:** Salesforce Multi-Cloud (Sales, Service, Experience, CPQ, Data Cloud) | Salesforce Marketing Cloud | Workday HCM | SAP ERP | Oracle Cloud Apps | Marketo | Pardot

**Data, Integration & Analytics:** MuleSoft | API Management (Apigee, Kong) | Tableau (Certified) | Power BI | SQL | Snowflake | Google BigQuery | Looker | Google Analytics

**Cloud Infrastructure:** AWS (Certified) | Microsoft Azure & Dev Ops | Google Cloud Platform

**Automation, Security & Compliance:** UiPath | Automation Anywhere | Okta SSO | OneTrust | TrustArc | Splunk | CrowdStrike | Palo Alto Prisma Cloud

**ITSM & Workflow Management:** ServiceNow | Jira | Confluence

## 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*

- Govern \$5M+ annual platform portfolio and enterprise CRM roadmap, managing Salesforce Multi-Cloud for 3,000+ users across 22+ countries with ERP, HCM, and analytics integration.
- Led a global digital transformation program that increased sales and operational throughput 40%, automated 1,000+ hours annually, and standardized processes worldwide through API-led integration and governance frameworks.

- Achieved 100% SOX audit readiness and maintained zero compliance breaches by instituting an enterprise-wide governance model.
- Increased deal velocity 30% by designing and governing the global managed services pricing platform with standardized product/pricing models and embedded automation logic.
- Owned and executed platform roadmap ensuring alignment with multi-year business strategy, M&A integrations, and global market expansion objectives.
- Enabled board-level decision-making by delivering Salesforce dashboards for real-time forecasting, pipeline insights, and revenue tracking.
- Global Change Management Leadership - serve as the single point of authority for all global Salesforce change management initiatives, directing adoption, process alignment, and stakeholder engagement across 22+ countries.
- Provide matrix leadership across 12 global cross-functional teams with oversight of a \$3M+ vendor portfolio spanning 11 contracts in CRM, integration, analytics, and automation categories, leading evaluations, negotiations, and ROI tracking for multi-year transformation programs.
- Manage a portfolio of 12+ concurrent strategic projects annually, ensuring enterprise alignment and on-time delivery across all business units.

#### CIT Bank | Portsmouth, NH (Remote)

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

- Directed \$46M+ national syndicate business cash loan program with zero compliance incidents, optimizing portfolio yield while ensuring operational precision.
- Reduced approval cycles 35% by deploying a cloud-based loan origination platform integrating analytics, compliance, and CRM systems, delivering instant executive reporting.
- Cut new-hire ramp time 80% by overhauling training and process frameworks for a nationwide coordinator team, increasing operational consistency.
- Partnered with senior leadership to identify and implement automation initiatives that enhanced risk oversight and accelerated funding timelines.

#### EVO Payments International | Portland, ME

##### **Underwriter** | *June 2018 – July 2019*

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

- Directed a technology-driven credit risk evaluation program integrating SQL and Oracle-based analytics into compliance and decision-making workflows, enabling early risk detection.
- Cut underwriting turnaround time 60% and increased accuracy by designing automated scoring and data-cleansing models for specific merchant portfolio types.
- Partnered with IT and compliance teams to integrate risk systems with core processing platforms, supporting \$10B+ annual transaction volume and aligning with enterprise architecture standards.

#### Black Flag LLC | NH & ME

##### **Founder & Managing Partner** | *March 2017 – March 2021*

- Generated six-figure cumulative revenue by founding and scaling multi-channel e-commerce and digital services ventures, leveraging automation, analytics, and creative production.
- Delivered advanced aerial mapping, 3D modeling, and commercial media as an FAA-licensed remote pilot, serving diverse commercial clients.
- Designed operational and digital commerce framework for an upcoming trading card & board game business (planned launch 2026).

## **INTERESTS**

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Investing & Speculating | Strategy | Technology | Psychology | The Natural Sciences | Skiing | Music | Art | Theology | Writing | Health | History | Sociology | Nature | Philosophy | Travel | Comedy | Fitness | Gastronomy