MATT WILLISON

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Technical Program Manager | Customer Success Leader | Lean Six Sigma Green Belt
Agile Delivery | Change Management | PMP Candidate

Technical Program Manager and Customer Success Leader with 10 years of experience delivering enterprise SaaS solutions across regulated industries (HCM, FinTech, PropTech). A Lean Six Sigma Green Belt skilled in Agile delivery, stakeholder alignment, and cross-functional execution. I bring a player-coach mindset and a holistic approach that connects technical delivery to customer success—ensuring programs launch smoothly and scale effectively.

AREA OF EXPERTISE

Enterprise Saas Delivery	Cross-Functional Leadership	System Architecture & Security
Customer Success Strategy	Full-Stack Application Development	Agile & Waterfall Methodologies
API/ERP/SSO Integrations	SQL Optimization	Cloud-Based Tools
Workflow Design & Automation	Portfolio & Risk Governance	KPI Outcome Reporting

KEY ACHIEVEMENTS

- Spearheaded development of PMO frameworks that improved speed-to-value by 40% and reduced SaaS release defects by 50% through SDLC modernization
- Managed strategic enterprise client portfolios with 95% historical retention across FinTech and HCM sectors
- Led full-stack delivery of secure workflow and scoring platform with real-time UI, admin controls and dynamic decision logic using React, Node.js and MongoDB

PROFESSIONAL EXPERIENCE

Principal Project Manager - IT Solutions   *Aug 2022 – Present*
Equity Residential | Denver, CO

- Owned project portfolio management, governance, resource allocation, risk and change management, and executive reporting across a SaaS-enabled REIT portfolio of 250+ properties; delivering measurable improvements in data accuracy and customer experience
- Reduced implementation time by 40% through SQL optimization and facilitating system integrations with cross-functional technical teams
- Managed onboarding and integration of external vendors (TransUnion, DocuSign, FICO) — managing API integrations, SSO configuration, and security reviews
- Improved ERP workflows and automation for procurement and finance — contributing to increased resident retention and a 30% reduction in internal issue reporting

Director of Customer Success   *Oct 2021 - Aug 2022*
Uqual | Denver, CO

- Developed CS operational structures, including health scoring, EBR/QBR frameworks, escalation processes, and risk protocols — adopted across global CS team
- Drove 40% increase in implementation efficiency by incorporating client feedback into product roadmaps through close collaboration with Product & Engineering
- Served as executive sponsor for top strategic accounts, leading data-driven QBRs and KPI reporting that fueled upsells, expansions, and improved NPS
- Orchestrated alignment across delivery teams to ensure product releases met changing customer expectations and market demands

Principal Project Manager - Release Management   *Aug 2017 – Oct 2021*
Paycom | Oklahoma City, OK
- Directed large-scale release transformation across enterprise teams, cutting SaaS defects by 50% in high-compliance HCM environments
- Owned and delivered key mobile app modernization initiatives that supported Paycom's S&P 500 inclusion in 2020
- Established client feedback loops with Product & Engineering — driving 3 major roadmap shifts and increasing feature adoption by enterprise customers
- Led Agile cross-functional teams through full-cycle delivery — backlog grooming, sprint planning, QA, release management, and post-release optimization

Enterprise Solutions Consultant   *Mar 2017 – Aug 2017*
Paycom | Oklahoma City, OK
- Partnered with C-suite stakeholders at 30+ enterprise accounts exceeding $25M in ARR to define OKRs, operational cadence, and success metrics — reducing average time-to-value from 60 to 21 days
- Implemented ROI scorecards and value assessments that became central to renewal strategy, improving renewal rates by 25%
- Championed post-sales delivery with strategic business goals by navigating complex stakeholder ecosystems and driving cross-functional collaboration

Paycom Service Team Lead   *Aug 2016 – Mar 2017*
Paycom | Oklahoma City, OK
- Built and scaled Customer Success team from 0 to 10 members, supporting 500+ enterprise clients exceeding $40M in ARR accountability
- Developed scalable hiring frameworks, onboarding programs, and career progression pathways to support team growth and retention
- Drove onboarding improvements and cross-team collaboration, reducing new customer churn by 15%

Paycom Specialist   *Jun 2015 – Aug 2016*
Paycom | Oklahoma City, OK
- Served as SME for 130+ enterprise clients across 28 SaaS HCM product offerings exceeding $10M in ARR accountability
- Designed co-sell expansion campaigns with Sales, increasing average customer retention by 10%

Independent Project Work - Remote   *2024 - Present*
Full-Stack Web Application – Workflow & Scoring Platform
- Designed and delivered a full-stack web platform with secure user authentication, dynamic workflows, and real-time scoring logic using React, Node.js, and MongoDB.
- Built a responsive, mobile-first UI with Tailwind CSS, supporting multi-step forms, personalized dashboards, and stepwise progress tracking.
- Developed an admin interface for access control, system configuration, and data validation, enabling centralized platform oversight.
- Applied Agile delivery practices, modular API design, and modern front-to-back coordination to ensure scalable architecture and intuitive UX.