

MATT WILLISON

Technical Program Manager | Customer Success Leader | Lean Six Sigma Green Belt
Agile SaaS Delivery | Portfolio & Change Management | Driving Business Outcomes

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Dynamic Technical Program Manager and Lean Six Sigma Green Belt with ten years of experience leading enterprise SaaS delivery, Agile program management, and governance across regulated industries (HCM, FinTech, PropTech). Expertise in managing cross-functional teams, aligning technical strategies with business objectives, and driving high-impact technology initiatives that improve customer experience and deliver measurable business outcomes. Skilled in portfolio governance, risk management, and engaging executive stakeholders to drive organizational growth through scalable, innovative solutions.

AREA OF EXPERTISE

Enterprise SaaS Delivery	Cross-Functional Collaboration	Customer Success Strategy
Technical Program Management	Cloud-based Architecture	Agile & Waterfall Methodologies
API/ERP/SSO Integrations	SQL Optimization	Stakeholder Alignment
Workflow Design	Risk Mitigation & Compliance	KPI Outcome Reporting

KEY ACHIEVEMENTS

- Spearheaded development of PMO frameworks that improved speed-to-value by 40%
- Reduced SaaS release defects by 50% through SDLC modernization
- Managed strategic enterprise client portfolios with 95% historical retention across FinTech and HCM sectors

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%

References available upon request