

MATT WILLISON

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Technical Program Manager | Customer Success Leader | Lean Six Sigma Green Belt

Ten years delivering enterprise SaaS programs across HCM, FinTech, and PropTech. Proven track record in Agile transformation, cross-functional leadership, and complex API/ERP integrations. PMP candidate with deep expertise in scaling operations, aligning stakeholders, and enhancing customer experience. Known for 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	HCM System Compliance
Workflow Design & Automation	Portfolio & Risk Governance	KPI Outcome Reporting

KEY ACHIEVEMENTS

- Standardized global Customer Success frameworks—health scoring, risk protocols, and QBR/EBR cadences—driving consistent engagement and improved retention across enterprise accounts
- Spearheaded Agile delivery modernization that improved speed-to-value by 40% and reduced SaaS release defects by 50% in high-compliance environments
- Managed strategic enterprise portfolios across FinTech and HCM sectors, achieving 95% historical retention and enabling scalable upsell and expansion strategies

PROFESSIONAL EXPERIENCE

Principal Project Manager - IT Solutions

Aug 2022 – Present

Equity Residential | Denver, CO

- Led onboarding and implementation across a SaaS portfolio at 250+ properties, delivering tailored training sessions and success plans that accelerated time-to-value and improved data quality and customer satisfaction
- Cut implementation time by 40% by optimizing SQL and facilitating system integrations with cross-functional technical teams
- Orchestrated technical onboarding of legal and financial vendors including TransUnion and DocuSign, providing remote implementation support and translating complex features into actionable client outcomes
- 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

- Led global rollout of standardized CS operational frameworks—including health scoring, QBR/EBR cadences, and risk protocols—driving consistent engagement practices and improved retention across regional teams
- Spearheaded cross-functional alignment across Product, Engineering, and CS to ensure release readiness and customer-facing enablement—bridging roadmap delivery with evolving customer needs
- Served as executive sponsor for strategic enterprise accounts, driving QBR programs and KPI frameworks that enabled field teams, influenced roadmap alignment, and supported expansion and upsell strategy

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
- Delivered structured onboarding programs and coached enterprise clients on platform best practices—enhancing adoption and reducing churn by 15% through improved cross-team alignment

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
- Partnered with Product and Support to streamline client feedback loops—reducing resolution times for high-impact issues and informing roadmap priorities that improved satisfaction and retention across enterprise accounts
- Designed co-sell expansion campaigns with Sales, increasing average customer retention by 10%