

Stephen Brown

Business Systems Manager | HubSpot Solutions Architect

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I build the systems that companies run on. At MHD, I designed and built the entire HubSpot Enterprise portal from scratch—6 custom objects, 196 workflows, 50 custom coded JavaScript actions, and 5 production integrations—turning a manual, spreadsheet-driven operation into a governed automation engine supporting \$7M+ in annual revenue. I taught myself everything: HubSpot architecture, JavaScript, API integration, and workflow design—using AI-assisted development, HubSpot Academy, and relentless experimentation. There isn't a workflow I can't build or a system I can't figure out.

What I Work With

Platforms: HubSpot Enterprise (Sales, Service, Operations Hubs), PandaDoc, Zuper FSM, QuickBooks Online

Automation: HubSpot Workflows, Zapier, Make, n8n, Custom Coded Actions, Webhook Orchestration

Development: JavaScript (ES6+), JSON, Google Apps Script, REST APIs, HubSpot Private App Tokens

Architecture: Custom Object Design, Data Migration, Pipeline Governance, SSOT Methodology, EOS

Career Story

Business Systems Manager | HubSpot Solutions Architect

MHD • Broomfield, CO

June 2024 – Present

MHD is a nationwide occupational health provider—respirator fit testing, audiometric testing, noise surveys, air monitoring—deploying safety responders to client locations across the country. When I joined, the company was running on disconnected tools and manual processes. I was brought in to fix that.

I report directly to the CEO and serve as the sole architect for every system the business runs on. In under a year, I designed and stood up the company's entire HubSpot Enterprise portal from zero: 6 custom objects (Services, Work Orders, Equipment Assets, Equipment Allocations, Time Off, and more), association labels, property groups, permission sets, and the full workflow engine underneath it all.

The numbers tell the story: 196 production workflows, 50 of which run custom JavaScript I wrote myself—property stamping, API batch processing, rate limit handling, multi-object data orchestration. I built bidirectional sync between Service and Work Order records with date normalization, owner propagation, and infinite loop prevention. I migrated 1,000+ records across 3 custom objects from Zuper into HubSpot, handling deduplication logic and association mapping to establish a single source of truth.

Beyond the CRM, I architect and maintain 5 production integrations—PandaDoc, Zuper, QuickBooks Online, Outlook, and Google Workspace—using Zapier webhooks, n8n orchestration, and native connectors. I redesigned the deal and service pipelines (Project MOD), consolidating fragmented processes into governed stage progressions with automated handoffs between Sales, Ops, and Finance.

Key outcomes:

- Reduced quote-to-schedule cycle time from several days to under one hour through end-to-end automation.
- Built pricing-to-proposal and accounts receivable workflows supporting \$7M+ annual revenue.
- Conducted root cause analysis on service tickets—found 40–50% of disruptions traced to internal operational issues, not field problems.
- Developed Google Apps Script solutions for distance calculations, automated data processing, and spreadsheet-to-CRM pipelines.
- Delivered dashboards and reporting used by leadership for financial and operational decision-making.

Operations Analyst | Logistics Coordinator

Anthony & Sylvan Pools • Charlotte, NC

Jan 2024 – May 2024

Residential pool construction with 10+ national locations. The Regional VP recruited me back specifically to restore order to a scheduling department that had fallen apart.

- Reengineered scheduling operations, cutting project turnaround by 1–2 weeks and restoring reporting visibility for leadership.
- Authored standardized inspection and compliance workflows that brought accountability and repeatability across regions.
- Coordinated contractors and vendors across overlapping projects to keep field and office in sync.

International Account Representative

Total Quality Logistics • Charlotte, NC

Aug 2022 – Aug 2023

One of the nation's largest freight brokerages—global air, ocean, and ground transportation for thousands of clients.

- Managed 25–50 concurrent international shipments weekly across air, ocean, and customs with full margin accountability.
- Built structured documentation and reporting systems to streamline communication between customers, carriers, and internal teams.
- Delivered data-driven performance updates that bridged operations and sales for leadership decision-making.

Lead Generator | Sales Admin | Construction Scheduler

Anthony & Sylvan Pools • Charlotte, NC

May 2021 – Aug 2022

Multiple cross-functional roles within one of the company's highest-performing regions.

- Processed 25+ daily inbound leads with clean data flow into sales systems for pipeline accuracy.
- Set a standing company record: 85 plumbing phases scheduled in a single month.
- Partnered with regional leadership on demand forecasting and purchasing operations.

Certifications

HubSpot Academy: Sales Hub Software, Service Hub Software

Education

Project Management with Leadership Fundamentals Certificate

Colorado State University – Global

2024 – Present

International Baccalaureate Diploma Programme

Marvin Ridge High School – Waxhaw, NC

Graduated 2019