

Stephen Brown

Business Systems Manager | HubSpot Solutions Architect
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I build the systems that companies run on. At MHD, I migrated the company off Salesforce and built the entire HubSpot Enterprise portal from scratch—6 custom objects, 196 workflows, 50 custom coded JavaScript actions, and 5 production integrations—creating 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 on Salesforce, but the implementation wasn't working. 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. The first thing I did was migrate the company off Salesforce—15,000+ contacts, 10,000+ deals, 500+ work orders—remapping every object and relationship into a new HubSpot Enterprise portal I designed from scratch.

That portal now runs on 196 production workflows, 50 of which execute custom JavaScript I wrote—property stamping, API batch processing, rate limit handling, multi-object data orchestration. The architecture includes 6 custom objects, association labels, property groups, permission sets, and bidirectional sync between Service and Work Order records with infinite loop prevention. I also migrated 1,000+ field service records from Zuper across 3 custom objects with deduplication logic and association mapping.

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 rearchitected the internal ticket tracking process (Project MOD), building a governed pipeline with automated stage transitions, root cause categorization, and reporting that revealed 40–50% of disruptions traced to internal operational issues.

Key outcomes:

- Led full Salesforce-to-HubSpot Enterprise migration—25,000+ records across contacts, deals, and work orders with zero business disruption.
- 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