

Harrison Vang

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SUMMARY

Business Systems Analyst with four years supporting B2B SaaS **revenue operations** across Sales, Marketing, and **Customer Success**. Administers HubSpot CRM, including permissions, custom objects, **workflow automation**, lifecycle fields, and scalable configuration changes. Connects 6sense, Gong, Outreach, and Gainsight while tracing data movement, resolving root causes, and protecting dependable revenue reporting. Uses SQL and Snowflake for targeted investigation, discrepancy analysis, and validation of CRM records against warehouse data. Converts stakeholder goals into documented requirements, technical configurations, test cases, release notes, and user guidance. Supports deduplication, field taxonomy, data governance, tooling evaluation, **AI assisted workflow automation**, and remote first collaboration. Ready to contribute practical systems judgment, clear documentation, and reliable execution across evolving go to market operations.

EXPERIENCE

Business Systems Analyst, Revenue Operations

February 2025 - Present

SummitPeak SaaS

Denver, CO

Owns administration, reliability, and continuous improvement for HubSpot and connected go to market systems supporting Sales, Marketing, and Customer Success. Partners with analytics and operations stakeholders on **data governance**, configuration decisions, integration health, tooling evaluation, and documented change delivery.

- Administered HubSpot permissions, **custom objects**, lifecycle fields, and workflows for evolving go to market processes
- Traced **HubSpot** history and integrations, resolving root causes behind ambiguous system and data issues
- Validated 6sense, Gong, Outreach, and **Gainsight** mappings, restoring dependable signal movement across revenue systems
- Applied **deduplication** and **field taxonomy** standards, improving source reliability for forecasting and revenue reporting
- Converted stakeholder goals into requirements, test cases, configuration notes, and production rollout documentation
- Evaluated AI assisted workflow tools for integration fit, adoption effort, maintainability, and renewal decisions

Revenue Operations Systems Analyst

June 2023 - January 2025

PrairieCloud Software

Boulder, CO

Managed daily **CRM administration** and **integration support** for a B2B SaaS revenue organization. Combined SQL investigation, Snowflake analysis, request triage, release communication, and user guidance to improve system reliability across distributed GTM teams.

- Configured HubSpot properties, permissions, automation, and **pipeline rules** for multiple revenue teams
- Connected HubSpot and Outreach workflows, resolving synchronization issues for frontline **sales** users
- Compared Snowflake queries with CRM records, isolating field mapping and timing discrepancies
- Built systems request triage practices, routing configuration fixes and architecture decisions appropriately
- Validated Gong and Gainsight account flows, escalating vendor defects with reproducible evidence
- Prepared **release notes** and **user guidance**, reducing clarification cycles for distributed teams

Sales Operations Systems Coordinator

October 2022 - May 2023

MesaPoint Technology

Fort Collins, CO

Supported HubSpot and Outreach operations for a growing SaaS sales organization under senior RevOps guidance. Focused on access administration, frontline issue triage, record quality, workflow documentation, and clear explanations for remote operations partners.

- Maintained **HubSpot** access, standard fields, pipeline settings, and basic **workflow automation**
- Reproduced frontline CRM issues, checking configuration history before applying approved fixes
- Audited duplicate accounts and incomplete records, preparing correction files for cleaner reporting
- Maintained **Outreach** users and sequences, checking contact and ownership synchronization
- Created troubleshooting documentation for recurring CRM tasks and common support paths
- Used Excel and introductory **SQL** analysis to explain record discrepancies in plain language

PROJECTS

Revenue Data Reliability Program 📅 2025

A missing signal revealed a larger issue. Built a repeatable review approach for mappings, duplicate records, field taxonomy, and source reliability across connected revenue systems.

GTM Systems Intake Framework 📅 2024

Requests arrived from every direction. Created documented intake, triage, testing, and release practices that helped teams separate quick fixes from broader architecture decisions.

LEADERSHIP & AWARDS

- HubSpot Administrator Certification, recognized in 2025 for advanced CRM administration capability.
- Salesforce Certified Administrator, earned in 2024 for platform configuration and user management expertise.
- Trusted systems partner for clear root cause findings and practical documentation across remote revenue teams.

EDUCATION

Bachelor of Science in Information Systems
Colorado State University GPA: 4.0
Coursework: Database systems, systems analysis, business process management, information security

2022
Fort Collins, CO

CERTIFICATIONS

- HubSpot Administrator Certification 📅 2025
- Salesforce Certified Administrator 📅 2024

TECHNICAL SKILLS

- **CRM Platforms:** HubSpot, Salesforce, custom objects
- **Revenue Platforms:** 6sense, Gong, Outreach
- **Customer Success Systems:** Gainsight, account data, activity data
- **Workflow Automation:** HubSpot workflows, lifecycle automation, AI assisted workflows
- **Data Analysis:** SQL, Snowflake, Excel
- **Data Governance:** Deduplication, field taxonomy, data quality
- **Integration Management:** Field mapping, synchronization, signal movement
- **Systems Documentation:** Requirements, test cases, release notes
- **GTM Operations:** Sales Operations, Marketing Operations, Customer Success
- **CRM Security:** User permissions, access administration, ownership rules
- **Issue Management:** Issue triage, hypothesis testing, root cause analysis

SKILLS

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|-----------------------------|-------------------|-----------------------|---------------------------|
| • CRM administration | • Sales Ops | • Deduplication | • Snowflake |
| • HubSpot administration | • Marketing Ops | • Field taxonomy | • GTM systems |
| • Salesforce administration | • B2B SaaS | • Integration support | • Technical documentation |
| • Revenue Operations | • Data governance | • SQL | |

PROFESSIONAL AFFILIATIONS

- Revenue Operations community participant, sharing practical approaches for CRM reliability and data quality.
- B2B SaaS systems practitioner, contributing perspectives on connected GTM platforms and maintainable automation.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST