

Harrison Vang

Business Systems Analyst, Revenue Operations

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STRENGTHS

- 🔍 **Root Cause Analysis**
When a signal disappeared, traced records and workflow history until a durable fix replaced a temporary workaround.
- ⚙️ **CRM Administration**
Managed permissions, objects, fields, and automation in HubSpot, giving revenue teams dependable daily workflows.
- 📊 **Data Stewardship**
Applied deduplication and field taxonomy rules, helping forecasting teams trust shared records during review cycles.
- 💬 **Remote Communication**
Clear written notes helped distributed partners review requirements, test changes, and move forward with fewer questions.
- 👥 **Systems Partnership**
Connected Sales, Marketing, and Customer Success needs into practical configurations that teams could maintain after launch.

SKILLS

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

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

SummitPeak SaaS 📅 February 2025 - Present 📍 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

PrairieCloud Software 📅 June 2023 - January 2025 📍 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

MesaPoint Technology 📅 October 2022 - May 2023 📍 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**

LANGUAGES



MY CAREER



- Business Systems Analyst, Revenue Operations at SummitPeak SaaS (1.7 Years)
- Revenue Operations Systems Analyst at PrairieCloud Software (1.6 Years)
- Sales Operations Systems Coordinator at MesaPoint Technology (7 Months)

- 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 📅 2022 📍 Fort Collins, CO

Coursework: Database systems, systems analysis, business process management, information security

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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST