

Julian Barker

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SUMMARY

Senior solutions and product consultant with eight years of experience delivering **enterprise B2B SaaS**, process automation, and customer facing workflow transformation. Leads discovery with customer stakeholders, maps operational friction, and turns business needs into PRDs, user stories, acceptance criteria, roadmaps, and scalable workflow solutions. Hands on work includes AI prompting, **agent based automation**, **low and no code platforms**, APIs, platform services, process modeling, and Agile backlog delivery. Partners with engineering, **UX and UI**, product management, and customer success teams across contact center and financial services engagements. Uses interviews, usage reviews, quantitative analysis, testing, and feedback to improve accuracy, adoption, time to value, and deployment readiness. Brings a calm, practical approach to complex delivery work and can help teams convert fragmented processes into measurable customer value.

EXPERIENCE

Senior Solutions Consultant, Enterprise Workflow Automation

July 2024 - Present

Meridian Cloudworks

Austin, TX

Leads discovery and solution definition for enterprise B2B SaaS customers modernizing service and operations workflows. Owns blueprints, requirements, validation, roadmap input, and enablement across distributed engineering, design, and customer success teams.

- Mapped service workflows through interviews and analysis, identifying priority automation opportunities for enterprise customers.
- Created PRDs, **user stories**, acceptance criteria, and blueprints that clarified delivery boundaries for engineering teams.
- Built low and no code automations with **AI prompting**, APIs, and **platform services** for repeatable deployment.
- Reviewed contact center and **financial services** usage evidence, shaping backlog priorities and **product feedback**.
- Directed sprint priorities for solution components, resolving feasibility tradeoffs with engineering, design, and **customer success**.
- Produced architecture notes, demonstrations, and playbooks that supported adoption and repeatable customer deployments.

Product Consultant, Workflow Products

May 2022 - June 2024

Brightpath SaaS

Dallas, TX

Managed discovery and iterative delivery for external facing workflow products used by operations teams. Connected customer objectives with platform capabilities, usability decisions, Agile backlogs, validation work, and measurable service outcomes.

- Modeled multistep business processes, exposing duplicate approvals and bottlenecks before future state automation design.
- Maintained Agile backlogs with detailed stories and acceptance criteria, reducing ambiguity during **engineering** delivery.
- Partnered with **UX and UI** designers on workflow **demonstrations**, gathering customer feedback before rollout.
- Tested automation behavior across edge cases, documenting findings for focused production iterations.
- Established adoption, usage, **time to value**, and manual effort indicators for product reviews.
- Connected customer objectives with platform capabilities, giving product leaders evidence for roadmap scalability decisions.

Business Analyst, Process Automation

June 2020 - April 2022

Harborline Systems

Charlotte, NC

Supported SaaS implementations by analyzing customer service and back office workflows. Translated operational needs into process models, requirements, configured workflows, testing evidence, and implementation guidance for customer teams.

- Analyzed service workflows and documented automation candidates with clear operational value for **SaaS** implementations.
- Facilitated requirements sessions, translating stakeholder needs into process maps, stories, and acceptance criteria.
- Configured **workflow builders** for routing, approvals, notifications, and case handling across customer operations.
- Applied Lean techniques to remove unnecessary handoffs before automation solution design.
- Validated releases through scenario testing, defect documentation, and requirements traceability.
- Prepared demonstrations and **implementation guidance** that helped **customer success** explain new processes consistently.

Associate Business Analyst, Customer Workflow Solutions

June 2018 - May 2020

Cedar Peak Technology

Raleigh, NC

Supported enterprise software projects through workflow documentation, requirements analysis, functional testing, and release communication. Worked under product leadership while building early experience with customer facing enhancements and stakeholder communication.

- Documented customer workflows, business rules, exceptions, and stakeholder needs for product enhancements.
- Built current state and future state process maps for service operations analysis.
- Drafted **user stories** and acceptance criteria, improving backlog readiness for sprint planning.
- Reviewed interview notes and operational data, supplying evidence for prioritization discussions.

- Executed functional scenarios for workflow changes, recording expected and observed behavior for developers.
- Created release notes, demonstrations, and user guidance for **customer success** teams.

PROJECTS

Enterprise Workflow Blueprint Library 📅 2024

Created reusable process blueprints for service and operations workflows, linking discovery findings, requirements, automation patterns, validation steps, and implementation guidance for scalable customer deployments.

Customer Automation Adoption Framework 📅 2023

Structured adoption reviews around usage, manual effort, time to value, customer feedback, and deployment readiness, giving product teams clearer signals for roadmap decisions.

LEADERSHIP & AWARDS

- Lean Six Sigma Green Belt recognition, applied process improvement methods across workflow analysis and automation design.
- Certified Scrum Product Owner achievement, supporting disciplined backlog management and sprint prioritization.
- Recognized by delivery partners for clear demonstrations, practical playbooks, and thoughtful customer feedback synthesis.

EDUCATION

Bachelor of Science in Information Systems

2018

North Carolina State University GPA: 0

Raleigh, NC

Coursework: Business process analysis, systems analysis, database management, project management

CERTIFICATIONS

- Lean Six Sigma Green Belt 📅 2021
- Certified Scrum Product Owner 📅 2022

TECHNICAL SKILLS

- **Product Documentation:** PRDs, user stories, acceptance criteria
- **Workflow Modeling:** Process maps, workflow builders, exception paths
- **Automation Platforms:** Low code, no code, platform services
- **Artificial Intelligence:** AI prompting, agent based automation, prompt design
- **Integration Technologies:** APIs, platform APIs, system integrations
- **Product Delivery:** Agile, Scrum, sprint planning
- **Backlog Management:** Product backlogs, prioritization, roadmap planning
- **Research and Analysis:** User interviews, quantitative analysis, usage reviews
- **Validation and Testing:** Scenario testing, acceptance testing, defect documentation
- **Customer Operations:** Contact center operations, customer experience, case handling
- **Process Improvement:** Lean Six Sigma, process improvement, workflow optimization
- **Experience Design:** UX collaboration, UI collaboration, usability demonstrations

SKILLS

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|----------------------|-----------------------|--------------------------|--------------------------|
| • Product Management | • Process Improvement | • AI Prompting | • Customer Research |
| • Process Automation | • User Stories | • Agent Based Automation | • Feature Prioritization |
| • Workflow Mapping | • Product Backlogs | • Low Code Platforms | • Quantitative Analysis |
| • Process Modeling | • Agile Delivery | • APIs | |

PROFESSIONAL AFFILIATIONS

- Product Development and Management community participant, sharing practical lessons from workflow automation delivery.
- Lean process improvement community participant, exchanging methods for clearer process models and reduced manual effort.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST