

Owen Zhang

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SUMMARY

Integrations and **partnerships** leader with 10 years of experience connecting SaaS products, partner ecosystems, technical teams, and enterprise customers. Owns integration programs from qualification through API scoping, sandbox onboarding, workflow validation, Marketplace launch, account management, and ongoing optimization. Technically fluent in REST APIs, authentication, OAuth, endpoints, webhooks, data mapping, workflow design, security review, and integration architecture. Turns ambiguous partner requests into clear product decisions by weighing **customer value**, product fit, **technical feasibility**, **partner commitment**, and roadmap capacity. Leads distributed work across Product, Engineering, Sales, Customer Success, Support, and Marketing, using HubSpot governance, SLAs, documentation, reporting, knowledge management, and targeted automation. Builds trust through direct communication, sound judgment, and dependable follow through across complex integration relationships.

EXPERIENCE

Director, Integration Partnerships January 2024 - Present
Meridian People Systems *Austin, TX*

Owns integration partnership operations for a workforce SaaS portfolio, guiding opportunities from qualification through launch, strategic account development, and post launch optimization.

- Evaluated proposals against customer demand, **product fit**, API feasibility, security, effort, and roadmap capacity.
- Led authentication, endpoint, webhook, **data mapping**, sandbox, and **workflow design** sessions with strategic partners.
- Coordinated validation, **configuration**, documentation, enablement, support paths, and directory publication for launches.
- Established HubSpot governance, partner SLAs, handoff standards, and status **reporting** for high volume pipeline operations.
- Managed **roadmap** conversations and feedback cycles, balancing enterprise opportunities with sustainable integration commitments.

Senior Manager, Platform Partnerships April 2021 - December 2023
Juniper Workforce Cloud *Denver, CO*

Managed HR technology partnerships and platform integration programs, connecting enterprise customer needs with product strategy, technical delivery, launch readiness, and partner growth.

- Designed **onboarding** from **NDA** execution and sandbox provisioning through API review, testing, and launch.
- Facilitated REST API, **OAuth**, webhook, data flow, connector, and unified API architecture discussions.
- Built **launch** routines linking Product Marketing, Sales, **Customer Success**, Support, and Engineering stakeholders.
- Introduced qualification and escalation criteria, routing routine inquiries asynchronously and complex needs through live review.
- Established documentation review cycles with **knowledge management** owners, keeping partner guidance current and useful.

Technical Program Manager, Integrations July 2018 - March 2021
Cedar Peak Software *Portland, OR*

Led multi party B2B SaaS integration programs from discovery and requirements through sandbox validation, production release, support readiness, and issue review.

- Converted discovery findings into API requirements, mapping specifications, workflow diagrams, and acceptance criteria.
- Coordinated sandbox validation for **authentication**, endpoints, **webhooks**, configuration, documentation, and support readiness.
- Managed dependencies and timelines across concurrent customer programs through structured status reporting.
- Created technical intake templates and documentation standards, improving partner to **Engineering** handoffs.
- Led post launch reviews, separating configuration issues, partner implementation gaps, API behavior, and **product** needs.

Solutions Architect June 2016 - June 2018
Blue Mesa HR Solutions *Phoenix, AZ*

Designed integration approaches for HR software implementations, translating customer workflows into API options, platform decisions, deployment plans, and practical support guidance.

- Mapped customer workflows to **APIs** and platform capabilities during HR software implementation discovery.
- Guided technical teams through **authentication**, endpoint selection, **data mapping**, testing, and deployment planning.
- Built sandbox proofs of concept, validating workflows and constraints before implementation commitments.
- Converted competing requirements into documented options, assumptions, risks, and actionable next steps.
- Supplied Product and Engineering with evidence on recurring integration gaps for roadmap consideration.
- Produced implementation and troubleshooting guides used by customer facing teams during delivery.

PROJECTS

Partner Integration Operating System 📅 2026

Built a practical operating system for partner qualification, sandbox onboarding, technical review, launch readiness, documentation, and ongoing optimization. Clear structure gives teams room for sound judgment and stronger customer outcomes.

Unified API Evaluation Program 📅 2023

Compared native builds, partner connectors, and unified API options against customer demand, product fit, technical feasibility, and roadmap capacity. Findings supported clearer product decisions and partner conversations.

LEADERSHIP & AWARDS

- Recognized by executive stakeholders for clear partner communication and sound integration roadmap judgment.
- Built peer recognition through practical mentorship within the SaaS Integration Leaders Peer Network.
- Invited to speak with Austin Product Operations Community on integration operations and cross functional delivery.

EDUCATION

Bachelor's Degree in Information Systems

Arizona State University GPA: 3.5

2016

Tempe, AZ

Coursework: Systems analysis, database management, software engineering, project management

CERTIFICATIONS

- Certified ScrumMaster 📅 2020
- HubSpot Operations Software Certification 📅 2025

TECHNICAL SKILLS

- **API Technologies:** REST APIs, OAuth, endpoints
- **Integration Design:** Webhooks, data mapping, workflow design
- **Partner Operations:** Qualification, onboarding, lifecycle management
- **Cloud SaaS Platforms:** Workforce SaaS, HR technology, B2B SaaS
- **Program Management:** Technical program management, roadmaps, decision logs
- **Quality Validation:** Sandbox testing, workflow validation, acceptance criteria
- **Documentation Systems:** API documentation, knowledge bases, troubleshooting guides
- **CRM Operations:** HubSpot, status tracking, ownership records
- **Launch Management:** Marketplace publication, launch readiness, enablement
- **Business Analysis:** Customer discovery, product fit, tradeoff analysis
- **Security Review:** Authentication review, security considerations, access controls
- **Communication Tools:** Asynchronous communication, live meetings, stakeholder updates

SKILLS

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|--------------------------------|------------------|-------------------|----------------|
| • Integration partnerships | • REST APIs | • Webhooks | • Sandboxes |
| • Platform partnerships | • Authentication | • Data flows | • Connectors |
| • Partner lifecycle | • OAuth | • Data mapping | • Unified APIs |
| • Strategic account management | • Endpoints | • Workflow design | |

PROFESSIONAL AFFILIATIONS

- Mentor, SaaS Integration Leaders Peer Network, 2023 - Present.
- Volunteer Speaker, Austin Product Operations Community, 2024 - Present.

LANGUAGES

- English (Native)
- Mandarin Chinese (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST