

# Matt Langlois

Business Systems & Process Architect | Enterprise Automation | Operating Model Design

Oshawa, ON • 905-429-9653 • [matt.langlois55@hotmail.com](mailto:matt.langlois55@hotmail.com) • [LinkedIn](#)

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## PROFESSIONAL SUMMARY

Business systems and process architect who designs scalable operating models, enterprise workflows, and customer-facing technology solutions. Combines hands-on expertise across Salesforce, Zendesk, Zoom, GuideCX, analytics, integrations, and automation with the strategic judgment to translate business priorities into practical roadmaps and measurable outcomes. Proven leader of cross-functional transformation initiatives, team enablement, platform adoption, and process redesign across SaaS, revenue operations, service delivery, implementation, and customer success.

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## CORE SKILLS

- Solution Architecture & Systems Integration
  - Data Migration Solutions
  - Business Process Architecture & Optimization
  - Enterprise SaaS Strategy & Platform Adoption
  - Salesforce Platform Strategy & Administration
  - KPI Architecture, Reporting, & Performance Governance
  - Operating Model Design & Governance
  - SQL & SOQL
  - Enterprise Workflow & Automation Design
  - API Integrations
  - Middleware Platforms: n8n, Microsoft Power Automate, Zapier, Make, & Workato
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## EDUCATION & CERTIFICATES

- **Computer Systems Technician (DCS / DEC)** | Durham College
  - **Operations & Process Management Certificate** | Illinois Institute of Technology
  - **Project Management Certificate** | Great Learning Academy
  - **ClickUp Expert Certificate** | ClickUp Inc.
  - **AI Skillsfest 2026** | Microsoft
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## PROFESSIONAL EXPERIENCE

### Business Systems Analyst | Fullsteam LLC.

Sept 2025 – Apr 2026

- Architected cross-platform automation and integration solutions across Salesforce, Zoom, Zendesk, GuideCX, SurveyMonkey, and ChurnZero.
- Designed the Zoom billing operating model and centralized billing automation to allocate more than \$480,000 in annual costs across 100 business units.
- Developed a SurveyMonkey-to-Salesforce CSAT integration, avoiding \$162,000 in Salesforce Feedback Management licensing costs.
- Defined the service platform architecture and led Fullsteam's Zendesk implementation through Salesforce integration, custom Zendesk apps, and migration flows, saving 20+ hours per Business Unit transition.

- Designed lifecycle governance and automation for Zoom users, deactivating 200+ inactive accounts and returning \$2,200+ in monthly licenses to the available pool.

### **Operations Strategist | Silverware Inc.**

*Aug 2024 – Sept 2025*

- Architected a structured gateway-fee exception and approval model, helping retain over \$1M in ARR and move over \$289M in processing volume to Silverware processing.
- Owned monthly corporate scorecard governance and reporting across sales, attrition, and payments data.
- Designed and implemented Admin Center onboarding automation, reducing manual effort by an average of 60 hours per month.
- Served as business architecture lead for the One CRM transformation into Salesforce and Pardot, including data cleanup, mapping, migration, and pricing model realignment.
- Co-designed market segmentation and an operating-model redesign across CS, Implementation, Help Desk, Product, and Development, contributing to improved retention and nearly 20% faster implementation timelines.

### **Asst. Implementation Manager | Silverware Inc.**

*Apr 2022 – Aug 2024*

- Designed and led the implementation operating model, including service-delivery governance, team enablement, onboarding, KPI architecture, and cross-department execution.
- Led a team of Implementation Specialists and consistently achieved the highest average team performance across the department.
- Built a structured new-hire onboarding program with milestones, analytics, and a standardized 7-week ramp-up model reducing Time to Value by 5 weeks.
- Implemented a benchmark point system across 5,000+ tasks and 100+ templates to improve performance tracking and specialist incentives.
- Architected ClickUp adoption across Implementation, Product, Field Service, Accounting, Inventory, and Merchant Services teams, establishing SOPs, dashboards, team structures, and reporting standards.
- Owned the Annoncer Kitchen Display Systems partnership through install standards, training, vendor coordination, and internal enablement.

### **Implementation Specialist | Silverware Inc.**

*Apr 2019 – Apr 2022*

- Designed and delivered client-facing POS solutions across hospitality environments, including restaurants, hotels, resorts, bars, clubs, cafeterias, and multi-location operations.
- Managed client communication, installation scheduling, client training, and hands-on deployments.
- Designed, configured, and deployed POS solutions across servers, virtual machines, and workstations, integrating network printers, PMS platforms, and third-party systems using SQL and PowerShell.
- Became a QSR product specialist and successfully completed the first deployment of a new property management system integration.

**Help Desk Analyst | Silverware Inc.**

*Nov 2018 – Apr 2019*

- Provided front-line technical support for hospitality clients in a fast-paced POS support environment.
- Diagnosed and resolved client issues involving POS systems, business operations, and urgent service interruptions.
- Maintained the highest bi-weekly review scores consistently while supporting high-profile clients through escalated issues.

**Junior Systems Administrator | Owasco Volkswagen**

*Aug 2018 – Nov 2018*

- Supported workstations, phone systems, servers, switches, routers, and network configurations across multiple dealership environments.
  - Assisted with new building network setup, site-to-site VPN configuration, Active Directory, security software, and end-user support.
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