

Alexander P. Sullivan

www.alexandersullivan.com
www.linkedin.com/in/alexanderpsullivan

Technology & AI Leader | Platform Architect | Senior Software Engineer

Experienced technology leader with more than a decade of experience in **CRM, cloud, and BI**, building teams and solutions to overhaul and modernize organizational processes and systems. Expertise in **AI-driven workflows**, platform architecture, team building, technology strategy, process design/revision, and software development. Compassionate, driven, friendly, dependable, and honest. Always learning; focused on a persistent **growth mindset**. Able to think laterally to discover solutions not in the manual and break down barriers to individual and team success.

SKILLS

- ❖ Advanced envelope-pushing **agentic AI tooling adoption** and development focus
- ❖ Specialization in and comprehensive vision for **CRM, cloud, and BI technologies**
- ❖ Full proficiency in **Salesforce Sales Cloud, Service Cloud, and Non-profit Cloud**
- ❖ Managed teams developing on **Salesforce Marketing Cloud and Commerce Cloud**
- ❖ Expertise in **Apex, Visualforce, Flow, and other hands-on SFDC development**
- ❖ **Certified Salesforce Administrator (ADM201)**
- ❖ Compassionate, listen-first managerial mindset geared towards connection and trust
- ❖ Advanced competency in software development and project management principles

WORK EXPERIENCE

Homebound

San Francisco, CA (Remote)

Senior Salesforce Project Manager

January 2024 to Present

Architect and project manager for the Salesforce platform at a fast-paced startup **changing the face of home building** by connecting technology to real world construction in a truly novel way.

- ❖ End-to-end designed and developed **custom MCP server** to connect to Claude, allowing users and leadership to get fast, accurate responses to queries.
- ❖ **Spearheaded AI adoption** efforts, presenting in company-wide all hands meeting focused on championing "deterministic tools from non deterministic means" strategy.
- ❖ Scoped, designed, developed, tested and delivered custom solutions for sales, saving more than **eight hours of sales effort per rep per week**.
- ❖ Designed and adhered to a detailed roadmap in **collaboration with growth and tech leadership**, supporting shifting business models.

Boston Scientific

Marlborough, MA

Salesforce IT Manager

November 2022 to January 2024

Manager championing various projects in and adjacent to the commercial Salesforce.com environment at one of the world's **leading health and life sciences technology** companies.

- ❖ Managed the implementation, deployment, and ongoing strategy of a commercial data lake on the Snowflake platform, deploying more than **three months ahead of schedule**.
- ❖ Lead initiative to quantify the business value and ultimately the ROI of the entire Salesforce.com program, encompassing **more than 30 product teams**.

- ❖ Cultivated team of developers working across highly-dynamic and large-scale CRM (**Sales, Service, Marketing, Commerce Clouds**) and data lake environments.

Facing History and Ourselves

Brookline, MA

Director, Data Management

February 2018 to November 2022

Responsible for data systems and data team at **well-established non-profit** in the education space.

- ❖ Founded and managed the org's first data team, folding in configuration, analysis, and administration, **increasing implementation turnaround by more than 50%**.
- ❖ Selected and **implemented Domo Business Intelligence platform**, accelerating analytics and preparing for a scale at a modernizing organization, turning around new dashboards with an **SLA under two weeks**.
- ❖ Fostered **healthy, open team dynamic**, focusing on smooth team operations and supporting staff in personal and career growth, and performed all related managerial duties including hiring, performance reviews, regular one-on-ones, and promotions.

CloudHealth Technologies

Boston, MA

Senior Systems Administrator

February 2017 to February 2018

Lead architect and developer on a four-person business operations team impacting all business units at cloud infrastructure (**AWS, Azure, GCP**) cost management platform **acquired by VMWare**.

- ❖ Migrated usage-based revenue reporting to Salesforce, revamping revenue analytics and automating processes, saving **more than two weeks of finance effort per month**.
- ❖ Coached and mentored other team members as the team technical senior, facilitating technical and career growth among peers.

Fiksu

Boston, MA

CRM Program Manager

July 2014 to February 2017

Salesforce Administrator

February 2013 to July 2014

Primarily responsible for **all elements of architecture, development, and team management** related to CRM and adjacent applications.

- ❖ Managed the CRM Project Manager, performing personnel duties, and collaborating across the company to develop numerous MVPs with superb turnaround time and efficiency.
- ❖ **Spoke at 2014 Dreamforce conference** in San Francisco on the topic of Data Management, sitting on the panel of "Data Management: It's a Journey not a Destination".

EDUCATION

Hofstra University

Hempstead, N.Y.

B.A. History

Magna Cum Laude

HOBBIES & INTERESTS

- | | | |
|-------------------|--------------------|------------------------|
| ❖ Philosophy | ❖ AI | ❖ Juggling & Flow Arts |
| ❖ Music Festivals | ❖ Concerts | ❖ Documentaries |
| ❖ Pop Physics | ❖ Hiking | ❖ Home Automation |
| ❖ PC Building | ❖ Health & Fitness | ❖ Gaming |