

# Michael Stewart

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GitHub: <https://github.com/mickle00> Resume: <https://jobs.michaelpatrickstewart.com/>

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## Skills

- |  |                                   |
|--|-----------------------------------|
| ♦ Salesforce / Zendesk / Zuora / Workday / AWS | ♦ Agile + Jira Project Management |
| ♦ Empathetic Leadership & Team Building        | ♦ Operational Excellence          |
| ♦ Strategic Product Vision                     | ♦ Financial Modelling & Budgeting |
| ♦ LLMs & Prompt Engineering                    | ♦ Legal, Compliance, and Security |

## Professional Experience

### ZILLOW– SEATTLE, WA

*Senior Director, Quote-to-Cash Engineering*, June 2023 to March 2025

- Responsible for 100-person platform engineering org for Sales, Success, Service, and FinTech.
- Empowered leadership team to establish KPIs, charters, and 3YPs to accelerate delivery and maximize output. Evolved the organization to empowered Product and Engineering teams from shared service feature teams.
- Reduced OPEX 18% YoY through vendor negotiations, tool consolidation and strategic near-shoring.
- Created a culture of innovation through hackathons, customer shadows and clear OKRs, reducing cycle times, ensuring customer obsession, and leading to increased adoption of AI to ship faster and more impactful software.
- Established company-wide job role and level guidelines for Applications Engineers and Analysts, paving the way for career growth opportunities for superusers to grow skills to become system administrators.
- Drove Platform Engineering Principles to remove bottlenecks, establishing APIs and clear service boundaries for partnering engineering orgs (Marketing, Fulfillment, AI Platform)

### AMAZON – SEATTLE, WA

*Head of Salesforce Engineering, Amazon Stores*, November 2018 to March 2023

- Owned Three Year Architecture Planning (3YAP), Operational Planning (OP1) strategic vision documents and key organizational goals for Amazon Stores sales, sales ops and marketing. Drove [xBR](#) reviews of support operations, roadmap, and performance enabling experimentation.
- Responsible for \$10MM+ Software Licensing Portfolio including Salesforce, Pardot, Informatica, Gearset, AWS influencing internal and external roadmaps.
- Launched SFDXPerts Lunch and Learn Series for 100+ internal Salesforce Orgs to share best practices and drive collaboration.

*Salesforce Technical Architect*, December 2014 to November 2018

- Launched Pardot for Marketing Automation, replacing Marketo saving \$1MM+/year in OpEx
- Drove integration tooling, saving 4 SDE/year and reducing time to build integrations to two hours from two weeks.
- Implemented CI/CD and Code Review Process using AWS Code Commit & Gearset, along with Documentation (ApexDoc) Code Style Guide, Linter, and Security Scanning (PMD)

### EXPEDIA – BELLEVUE, WA

*Salesforce.com Developer*, March 2011 to December 2014

- Integrated Salesforce with third-party tool (QL2), to automate shopping for competitor availability. Reduced handle time by 30%, saving \$1MM/year in OpEx.
- Created Case handling engine to [route cases based on language](#), keywords, locations, and email addresses, and a custom Agent Handle Time framework to track agent productivity and SLA levels.
- Created [real-time dashboard](#), using Salesforce Analytics API + Ruby framework. Presented at Dreamforce '13

## Side Projects

- [Where's Waldo?](#) Side project to track Bike Trip from Washington to California, geotagging location, pictures, and Untapp'd Brewery Visits. [Code](#)
- My Tracker [Zestimate Service](#) – AWS CDK Project to Retrieve Zestimate, Seattle City Light Utility Usage, and Flo Hourly Water Consumption via AWS Lambda into DynamoDB and send daily SMS summary using AWS SNS. [Code](#)

## Education

WESTERN WASHINGTON UNIVERSITY (B.A. Economics, 2008) – Bellingham, WA