CHRIS STROUD

AI Operations & Automation | GTM Engineering | Data & Business Systems | 15+ Years B2B SaaS | US & Canada Authorized

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PROFESSIONAL SUMMARY

Senior operator with 12+ years in B2B SaaS across Business Operations, RevOps, GTM Systems, and Data Engineering. Built and led Business Operations, RevOps, and Data functions, with experience ranging from running company-wide planning, cross-functional initiatives to hands-on systems and automation. Currently focused on AI operations, GTM engineering, and building with modern AI workflows.

PROFESSIONAL EXPERIENCE

ContractSafe Remote

Manager, AI Operations & Automation 2026 – Present

- **Agent Manager:** Build, launch, and maintain 30+ multi-agent workflows in across Sales, Marketing, Customer Success, and Operations.
- **Flagship Agent:** Built and now maintain an AI agent that creates 80–120 custom Sales proposals a month from Sales Account Executives demo transcripts, saving sales reps roughly 40-60 hours a month. Reps receive a Slack notification and custom proposal link after each demo that they can share with their prospect.
- **GTM Systems:** Replaced HubSpot's demo-request process with RevenueHero to improve scheduling, routing, and sales handoffs.
- **Automation Reliability:** Monitor AI workflows across systems and fix issues with triggers, incomplete data, agent handoffs, permissions, and duplicate runs.
- **GTM Integrations:** Build and maintain integrations across HubSpot, n8n, RevenueHero, Fathom, Slack, and Dust to support internal teams.

Flaunt Remote

Principal, Data & AI 2025 – 2025

- **Data Foundation:** Built a unified data model across Shopify, Klaviyo, Recharge, and Skio to support the analytics agent product launch.
- **Early-Stage Product Ops:** Joined as the first data hire and built the infrastructure needed to launch the company's core analytics agent product.

Xola Remote

Director, Business Operations Mar 2019 – Jan 2025

- **Executive Partnership:** Led Business Operations for the CEO as ARR grew from $2.3M to $12.8M and staff grew from 55 to 100, helping the company navigate COVID's impact on travel software.
- **International Operations:** Opened a 15-person office in Serbia for RevOps and Professional Services, cutting staffing costs by 70% while managing logistics, onboarding, and local operations.
- **Product Line Management:** Built Xola Websites from zero to 300+ implementations, accounting for 17% of company revenue. Led an 8-person team across the product lifecycle.
- **Revenue Operations:** Built a 5-person RevOps team and an automated lead pipeline that replaced manual workflows and sourced 80% of closed-won revenue.
- **Planning & Alignment:** Led annual, quarterly, and sprint planning for 100+ employees across the US, Europe, and India, using OKRs and Agile to align company and team priorities.
- **Data Analytics:** Led a 2-person team delivering 400+ analytics projects and three production data products; owned the data lifecycle and technical strategy.
- **Business Systems:** Managed HubSpot, Zendesk, ChurnZero, Looker, Rippling, and Leapsome for 100+ employees, owning integrations and system reliability.

Manager, Data & Analytics Jan 2017 – Feb 2019

- **Analytics Function:** Built Xola's analytics function as its first data hire, supporting Sales, Marketing, Finance, and Operations.
- **BI Platform:** Implemented Looker to centralize analytics across GTM, Product, and Finance.
- **Pricing Strategy:** Replaced subscription pricing with usage-based models, contributing to 3× revenue growth in 18 months.
- **Data Infrastructure:** Built a central source for company KPIs with a data warehouse, ETL pipelines, and data governance; hired the first Data Engineer and Analyst.
- Promoted to Director of Operations while continuing to lead the data function.

Customer Success Manager Feb 2016 – Dec 2016

- **Customer Intelligence:** Rotated through Launch, Success, and Support to understand the product and customers before a planned move into a data role.
- **Churn Modeling:** Built the first customer health scoring model, identifying churn predictors later used by the Data team.

CloudPlus San Francisco Bay Area

Technical Support Manager Jan 2012 – Jun 2014

- **Team Leadership:** Joined as the first full-time hire and was promoted to lead a fully remote support team at a Microsoft Exchange hosting provider.
- **Service Delivery:** Managed technical operations for 200+ customers, with an average response time under 4 hours.

Technical Support Associate Jan 2010 – Jan 2012

- Promoted to Technical Support Manager.

INDEPENDENT PRODUCTS

Job Hunt App 2026 – Present

Built entirely with Claude Code and Codex.

Built and launched a solo SaaS product using Claude Code and Codex, from initial concept through production deployment and paying customers. I continue to build, test, and maintain the product while using it as a hands-on environment for developing technical skills.

SKILLS

AI & Automation: Dust, Claude Code (2 yr), Codex (1 yr), AI agents, multi-agent workflows, workflow automation

GTM & Business Systems: HubSpot (10 yr), RevenueHero, Clay, Fathom

Data & Analytics: BigQuery (6 yr), dbt (4 yr), Looker (8 yr), data modeling, ETL pipelines, data warehousing, SQL (12 yr)

Functional: AI Operations, GTM Engineering, Business Operations, Revenue Operations, Business Systems, Data & Analytics

EDUCATION

University of San Francisco **San Francisco, CA**

Master of Business Administration in Data Analytics Aug 2014 – May 2016

California State University, East Bay **Hayward, CA**

Exercise Science in Athletic Training 2008 – 2012

CERTIFICATIONS

200-Hour Yoga Teacher Training **Padma**

Complete Apr 2026

VOLUNTEER EXPERIENCE

Marin Humane Dec 2025

Animal-Assisted Dog Handler

Certified therapy dog team providing visits to schools and hospitals.