EVAN STEWART

Operations & Strategy · AI & Systems Design · High-Growth SaaS

CONTACT

stewarev@gmail.com
Kitchener-Waterloo, ON
linkedin.com/in/evanstewart1

SKILLS

Operations & Strategy
AI & Agentic Workflows
Process Design
CRM & Systems Design
Cross-functional Ops
Stakeholder Management
Revenue Operations

TOOLS

Zendesk · Salesforce
Google Workspace · Notion
Claude AI · Automation
Shopify · QuickBooks
Pipedrive · Guru

SUMMARY

Operations and strategy leader with 10+ years building scalable systems in high-growth SaaS environments. Comfortable taking ownership of messy, cross-functional problems from diagnosis to deployed solution — not just recommending one. Work spans custom CRM design, AI-driven workflow automation, and operating partner roles with direct accountability for outcomes.

EXPERIENCE

Operations & Technology Consultant · Self-employed *Jan 2025 – Present*

- Built a custom CRM and AI-powered workflow system for a family grain elevator — consolidated fragmented data and deployed an agentic call prep tool replacing 20-30 min of daily manual prep
- Operating partner on a full CPG brand and business rebuild — owning strategy, operations, wholesale development, and growth systems with direct accountability for outcomes
- Designed and deployed agentic AI workflows to automate business processes: outreach sequencing, data capture, operational monitoring, and cross-system coordination

Sr. Manager, Technical Support (Consultant) · ContactMonkey *Dec 2022 – May 2023*

- Built the technical support function from scratch — hired team, defined processes, and set KPIs from zero baseline within 6 months
- Integrated Zendesk with Salesforce CRM; deployed Guru as an internal knowledge system to equip Sales and Customer Success with consistent information
- Reduced ticket volume 90% in one queue by building a structured product feedback loop; built the company's first support capacity forecast model

Sr. Operations Manager · PartnerHero *Apr 2021 – Dec 2022*

- Managed multi-partner enterprise programs with responsibility for commercial terms, SLA performance, and contract renegotiations based on demonstrated delivery improvements
- Reviewed and challenged contract accuracy to align contracted scope with actual service delivery; reset KPI definitions and baselines following operational restructuring
- Built cross-company PM capability programs; mentored operations team across all experience levels

Sr. Manager, Technical Support & Pro Services · Vidyard *May 2016 – Apr 2021*

- Grew from IC to Sr. Manager over 5 years at a high-growth enterprise SaaS company; led three teams: IT support, customer support (free–Enterprise), and Professional Services
- Integrated AI-powered deflection tool (Solvvy) reducing case volume ~20%; migrated support ops from Salesforce Service Cloud to Zendesk
- Owned hiring, performance management, and escalation for a distributed team of 10 (Canada + Philippines); partnered with Product to close gaps across the customer lifecycle