

# Gregory Tan

## Implementation Manager

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### SUMMARY

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Implementation Manager with 10 years in SaaS implementation and customer success, the last 4 leading a team of 8 implementation consultants. Owns delivery of 60+ enterprise onboarding projects a year, with plans in Microsoft Project and Jira and handoffs tracked in the CRM. Strong project management and communication skills with executives and engineers.

### EXPERIENCE

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#### Implementation Manager

03/2022 - Present

Pecan Street Logistics Software

Austin, TX

*Transportation management SaaS for shippers and third-party logistics firms.*

- Lead a team of 8 implementation consultants delivering 60+ enterprise projects a year worth \$9M in services.
- Cut average time to go-live from 120 to 84 days by standardizing project plans in Microsoft Project and Jira.
- Design EDI feeds and APIs with solutions engineers, setting milestones and risk management steps for each customer.
- Partner with customer success and product teams on 25 feature requests from clients, with 11 shipped in 2025.

#### Senior Implementation Consultant

06/2016 - 02/2022

Hill Country HR Cloud

Austin, TX

*Payroll and HR software provider for mid-market employers.*

- Implemented payroll and HR software for 70 mid-market clients with 200 to 5,000 employees each.
- Configured tax, benefits and time rules and ran parallel payroll tests, reaching 100% accuracy before cutover.
- Logged project status, risks and next steps in Salesforce, keeping account data current for sales and support.
- Coached 6 new consultants through their first 3 projects with a shadow-and-lead checklist.

### SKILLS

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|----------------------|--------------------|------------------------|
| • Project Management | • CRM              | • Risk Management      |
| • Microsoft Project  | • APIs             | • Communication Skills |
| • Jira               | • EDI              |                        |
| • Salesforce         | • Customer Success |                        |

### EDUCATION

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#### Bachelor of Business Administration

05/2016

The University of Texas at Austin

Austin, TX

Management Information Systems

### CERTIFICATES

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#### Project Management Professional (PMP)

09/2020

Project Management Institute