

Trevor Engman

Sales Operations Program Manager | Revenue Operations · Sales Systems · Analytics

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SUMMARY

Revenue operations and sales-systems leader whose platform work has directly influenced **\$45M+ in revenue**. I own the full sales technology ecosystem at a national services company — Salesforce CRM, CPQ, commissions automation, and executive reporting — and run the complete systems lifecycle: discovery, configuration, integration, vendor direction, rollout, training, and governance. Hands-on builder in SQL, Python, and Power BI, with an MBA. Former field technician turned systems owner, I translate frontline business workflows into system design that sales teams actually adopt.

CORE SKILLS

Platforms: Salesforce (administration, integration, reporting) · DealHub CPQ (implementation & administration) · Power BI · Snowflake · MS SQL Server

Technical: SQL · Python (production automation, 6,000+ lines) · REST API integrations · data modeling & analytics

Business: revenue operations & pipeline analytics · pricing strategy & CPQ workflow design · project management · training & enablement · vendor/contractor direction · executive stakeholder management · change management

EXPERIENCE

Technical Safety Services (TSS) — Remote

National provider of testing, certification, and calibration services for life-sciences facilities

Sales Operations Program Manager · Mar 2026 – Present

- Own the sales technology ecosystem — Salesforce CRM, DealHub CPQ, commissions automation, and executive reporting — supporting a national sales organization across three business divisions.
- Serve as primary liaison between sales stakeholders and IT, translating business needs into technical requirements, implementation plans, and system configuration.
- Lead prioritization and governance of all IT change requests affecting Sales; direct external consultants on scope, deliverables, and validation.
- Deliver CRM and CPQ training and enablement across the organization to drive consistent adoption and best practices.
- Design executive analytics used by the CEO, CFO, and VP Sales Operations to guide pricing strategy, pipeline visibility, and revenue planning.

Sales Support Specialist & CRM/CPQ Administrator · Jun 2023 – Mar 2026

- Led the end-to-end implementation of a CPQ platform (DealHub): project-managed the rollout, directed implementation contractors, built the Salesforce integration, validated deliverables, and drove adoption. Result: **7,659 opportunities quoted, 4,962 won, \$27.2M in revenue**, with all changes and escalations routing through me as system owner.
- Rescued a failed pricing rollout by building a **pricebook automation program in Python** (48 modules, 6,000+ lines) encoding executive pricing rules — **\$15.7M revenue** priced through the program in its first year, with pricing errors eliminated and contractor spend reduced.
- Took over the Technician Opportunity Program after a failed launch; rebuilt flows, integrations, and reporting into a net-new revenue channel: **2,226 opportunities submitted, 436 won, \$2.8M revenue**.
- Built SQL- and Power BI-based analyses and dashboards for the CEO, CFO, and VPs covering price increases, churn, and service-order classification for major accounts (e.g., Kaiser Permanente).

Calibration Field Technician III · San Diego, CA · Mar 2021 – Oct 2023

- Calibrated and certified laboratory equipment to GMP, ISO, USP, and EN standards in customer-facing engagements at pharma, biotech, and healthcare facilities.
- Designed databases and workflow tools to streamline scheduling, quoting, and special projects — the frontline experience that now informs my sales-systems design.

Earlier Experience

Technology Business Development Manager · Victory Greens, Boise, ID · 2019 – 2021 — Designed and implemented technology solutions that streamlined operations and grew revenue.

Business Technology Consultant · EGT Solar, Meridian, ID · 2018 — Implemented CRM for an external client from qualitative/quantitative process analysis through configuration, using scripting, API integrations, and workflow automation to capture and support the full sales process.

Physics Teacher · Riverstone International School, Boise, ID · 2013 – 2015 — Two years of classroom instruction; the foundation of my training and enablement skills.

Research roles — La Jolla Institute for Immunology (built lab sample database and AI data-entry automation, 2020–2021); NASA Langley Research Center (research fellow, 2010); Boise State University (physics researcher & adjunct lecturer, 2008–2013).

EDUCATION

MBA, Creative Leadership (with honors) — National University in partnership with The Center for Creative Leadership · 2023

B.S., Physics — Boise State University · 2013 · Coursework in computer science, scientific computing, and machine learning; McNair Scholar; published spectroscopy research (APS March Meeting 2012)