Stephen Dunn

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Technical Consultant | API & Integration Troubleshooting | Automation & Internal Tooling | AI-Assisted Development

OVERVIEW

Technical consultant in SaaS and marketing technology since 2018, implementing enterprise customer data platforms since 2020. Diagnose and resolve complex integration, API, webhook, and data issues for enterprise customers through backend inspection, SQL analysis, and engineering escalations, and turn recurring problems into scripts, runbooks, SOPs, and internal tools. Use Claude Code daily to build automation, MCP servers, and platform fixes. Present technical outcomes to VP- and C-level leaders in executive and quarterly business reviews.

EXPERIENCE

BlueConic (formerly Blueshift, acquired June 2026) Nov 2020 – Present

Senior Product Consultant (Aug 2024 – Present) · Product Consultant III (Aug 2023 – Aug 2024) · Product Consultant II (Nov 2020 – Aug 2023)

Troubleshooting & Escalations

- Troubleshoot backend services for customer accounts through admin panel and Rails console configuration and direct database inspection; use SQL for data validation and ad hoc analysis across customer datasets
- Subject-matter expert in REST API and webhook integration, including custom transformation logic for real-time data ingestion
- Design, debug, and document API integrations for enterprise customers

1. Stand up and troubleshoot enterprise sending infrastructure: dedicated IPs, subaccounts, webhooks, and bounce handling

- Subject-matter expert in email deliverability: IP warmup, sender reputation, and authentication for enterprise senders
- File and track engineering escalations in Jira and document internal processes and runbooks in Confluence
- Authored and maintain the customer-facing Postman Collection published in Blueshift's public API documentation

Customer Context & Communication

- Lead enterprise implementations end to end: kickoff and discovery, implementation strategy, project plan and timeline, coordination of customer, internal, and third-party stakeholders, launch, and post-launch optimization
- Supported $20M+ ARR as technical contact and resource
- Ran 10+ onboardings across multiple verticals in a 6-month cycle, earning multiple 10/10 customer onboarding survey scores
- Design event, user, and catalog data models around each customer's use cases and select the ingestion path (APIs, CSV/SFTP, S3, JavaScript tags, GTM, webhooks, direct EDW connection); delivered integrations against Shopify, Magento, WordPress, Databricks, Snowflake, BigQuery, Azure, and Survey Monkey
- Present implementation outcomes to VP- and C-level engineering and business leaders in EBRs and QBRs
- Delivered technical enablement: hour-long data overview deep-dives, custom kickoff decks, customer training sessions, internal trainings, and public webinars (now used as training resources)

Automation, Internal Tooling & AI

- Built 100+ production Ruby/Rails scripts and rake tasks, including 1,000+ line interactive solutions, documented in Confluence
- Built Beacon, the team's internal tool connected to Blueshift's backend, with API integrations to Confluence, Jira, and Rocketlane and a UI dashboard for the internal customer database
- Built a custom account audit rake task that scrapes and calculates backend account data to generate a PDF audit for CSMs, supporting renewals and contract negotiations; recognized with a 2024 spot award
- Daily AI-assisted development with Claude Code for production scripting, feature development, and codebase analysis
- Built and configured MCP servers connecting AI tooling to internal platform systems; built Claude Code skills that automate recurring workflows and shared them with my team
- Shipped production features into the platform as a non-engineering contributor using AI-assisted development, including a ~7,000-line Email Studio custom font UI that replaced hand-written JSON payloads

Process & Recognition

- Built the account termination SOP from scratch, aligning 6 internal teams on sequencing and compliance; cut phase 1 from a typical 50–90 days to 5 minutes by working with engineering, platform, and data engineering to automate manual steps; trained teammates and handed it off with full documentation
- Took over stalled customer migrations from the onboarding cluster to production and documented them into an SOP any team member could execute, coordinating directly with the data engineering and platform teams
- Two promotions in twelve months (Aug 2023, Aug 2024), both rated "Raises the bar" (the top rating)

Lister Digital - *Project Manager*

Sep 2019 - Oct 2020

- Managed campaign, integration, and e-commerce delivery on Oracle, Salesforce, Google, Iterable, and Braze Marketing Platforms for enterprise clients
- Coordinated delivery teams across multiple time zones and technical disciplines
- Coordinated complex integrations between marketing platforms, CRM systems, and e-commerce infrastructure

Arevea - *Project Manager*

Mar 2018- Aug 2019

- Wrote 40+ product requirements that were implemented during my tenure
- Secured accelerator acceptance to Plug & Play Travel Batch Accelerator Program
- Created and ran an industry networking group with regular events

New York Life Insurance Company - *Admin Assistant*

May 2015 - Mar 2018

Alliance Residential Company - *Leasing Associate*

May 2017 - Aug 2017

Chick-fil-A - *Manager*

Oct 2012 - Aug 2014

EDUCATION

M.S. Digital Transformation | Nexford University | Enrolled, starting December 2026
B.S. Business | Notre Dame de Namur | 2014-2018
Concentration: Management | Leadership: Resident Assistant, Student Government Senator, Chess Club Treasurer

SKILLS

Enterprise Implementation: Project Management • Multi-Stakeholder Coordination • Discovery & Requirements Gathering • Risk Management & Mitigation • Enterprise Process Customization

Technical Proficiency: REST APIs & Webhooks • Postman • Email deliverability • DNS authentication (DKIM/SPF/DMARC) • SMS compliance (10DLC / short code / TCPA) • SQL/Athena • Jira & Confluence • Claude Code • MCP servers • JavaScript • Ruby on Rails (AI-assisted) • Git/GitHub • ESP integration (Mailgun / SendGrid / SparkPost)

PROJECTS

- **Blueshift MCP** - Public facing MCP connector
- **Fertility Bridge** - Airtable Migration Consulting Project
- **stephenjdunn.com** - Personal website
- **vocabmonster.com -** Vocab learning website