

# Christine Chapa

Senior IT Product Manager at Zendesk with expertise in sales systems, go-to-market strategy, and team building. Casually exploring new opportunities 🍷. Let's chat.

## **Zendesk • Senior IT Product Manager • Nov. 2021 - Present**

- Manage system administration of multiple critical business systems and services with a global team of 20+ administrators across five teams in AMER, EMEA, and APAC markets.
- Architect information systems to optimize OKRs, solve business problems, ensure data quality, scale, security, reliability and availability.
- Responsible for go-to-market global system portfolio and plotting roadmap deliverables using a blend of business priority, end-to-end product strategy, and a holistic consideration of our tech stack.
- Maintain routine communication with leadership teams and IT delivery leads ensuring constant alignment on system roadmap placement and timelines.
- Manage escalations in working hours, hand off to other leaders at shift changes. Provide further escalations and communicate status as needed. Insure the incident management process is established and adhered to.

## **NextRoll • Sr. Business Sys. Analyst • March 2020 - Oct. 2021**

- Managed a sales systems architecture project to ensure compensation data was well structured for current and future reporting needs.
- Provided business analytics and reporting, including funnel metrics and line of sight visibility from lead to customer churn.
- Worked collaboratively across a cross-functional set of stakeholders (Sales Ops, Finance, Product, Marketing, Customer Success) to provide critical ongoing and on-demand reporting on business health.
- Managed a small team of business analysts.

## **UserTesting • Business Systems Analyst • July 2018 - Feb. 2020**

- Partnered with stakeholders to ensure successful execution of outcomes-focused strategy for prioritized deliverables.
- Developed and presented high-quality IT solutions and recommendations for executive level consumption.
- Provided IT admin support for integrated go-to-market systems.

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christinechapa](https://www.linkedin.com/in/christinechapa)

## **Leadership Skills**

- Strong sense of urgency in managing priorities in a fast-paced/ambiguous environment
- Successful in leading during periods of rapid-growth and change with limited resources and pre-established processes
- Keen to fostering impactful stakeholder relationships
- Experienced in building high-performing cross-functional global teams
- Demonstrated success in executing product strategies, leading cross-functional/remote teams, and delivering innovative solutions

## **Hobbies**

Marathon Running,  
Road Cycling, Sailing,  
Beekeeping, Gardening

## **The University of Texas at San Antonio**

Bachelor of Science,  
Multidisciplinary Science

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[linkedin.com/in/  
christinechapa](https://www.linkedin.com/in/christinechapa)

## ★ Bonus Resume Page

### **Board Memberships, Volunteer Roles, Speaking Engagements**

- Member, San Antonio Botanical Garden - Present
- Member, San Antonio Bee Keepers Association - Present
- Founder, Kamuela Road Runners, September 2020 - Present
- Salesforce Community User Group Leader, 2021 - 2023
- Board Member, Hawaii Cycling Club, 2020 - 2021
- Docent, San Francisco Botanical Gardens, January 2019 - 2020
- Member, San Francisco Beekeepers Association, 2018 - 2020
- Salesforce Radical Apex Developers (RAD) program participant
- Salesforce Lightning Champion
  
- Panelist: Dreamforce 2019
- Speaker: Cactusforce 2020