CHRISTOPHER ESPOSITO

Lead Solution Engineer | Salesforce & Monetization Platform Architect

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SUMMARY

Lead Solution Engineer at Salesforce and 15x-certified Salesforce and Zuora architect with 7 years across the quote-to-cash and GTM stacks: Salesforce, Zuora, and m3ter (acquired by Salesforce). Pairs hands-on platform engineering (Apex, Lightning Web Components, APIs, integrations) with enterprise pre-sales and technical account management: C-level discovery, technical demos and POCs, and Order-to-Revenue architecture. Holds 10 Salesforce certifications (Application Architect, Platform Developer II) and 5 Zuora certifications (Billing and Revenue Solution Architect). Builds AI tooling that accelerates the sales cycle itself, including Zuora's internal ZUCA agent for automated solution design.

EXPERIENCE

Lead Solution Engineer, Salesforce Sep 2026 – Present

Joined through Salesforce's acquisition of m3ter, the usage-based pricing platform (metering, rating, and analytics).

- Continue to lead technical pre-sales for m3ter across North America following the acquisition, while transitioning into Salesforce's broader Revenue Cloud solution engineering role (completed ShiftLogic's Revenue Cloud bootcamp).
- Serve as Technical Account Manager for ClickHouse, m3ter's largest customer (since Aug 2026): primary technical point of contact, resolving escalated issues and working between ClickHouse and m3ter's product team to drive feature requests and close product gaps.
- Led the migration of ClickHouse's Salesforce sync from an m3ter-managed Lambda to a fully native solution built in Salesforce that ClickHouse owns and maintains itself.
- Built ClickHouse a custom m3sh workflow that automates mid-period plan upgrades the team previously handled manually.

Senior Sales Engineer, m3ter Apr 2026 – Aug 2026

Usage-based pricing platform (metering, rating, and analytics). Acquired by Salesforce.

- Won 5 deals adding $750K in ARR as technical pre-sales lead across all of North America, owning opportunities from first discovery through commitment: requirements gathering, product demos, POC builds, and recommended architecture and implementation approaches.
- Designed integration architectures that embed m3ter's metering and rating engine into customers' existing quote-to-cash stacks (Salesforce CRM, Zuora, Stripe, NetSuite), enabling usage-based pricing without replacing incumbent billing and finance systems.
- Built an AI-powered RFP response tool (an internal, m3ter-specific Loopio) pairing an LLM with a knowledge base of completed RFPs and internal documentation, cutting RFP turnaround time by 50% and lifting win rate by 10%.
- Advised fast-growing B2B SaaS companies on usage-based pricing operations: metering design, rating models, and the data-infrastructure patterns that make UBP work at scale.

Solutions Architect, Zuora May 2025 – Mar 2026

- Served on Zuora's enterprise AI champions team, building, evaluating, and deploying AI solutions that accelerated business velocity company-wide.
- Architected and built ZUCA (Zuora Use Case Assistant), an internal AI agent that automates solution design for Customer Solution Engineers, generating complex Zuora Billing and Revenue scenarios directly from raw customer inputs, cutting demo preparation time by 60% and standardizing best-practice configurations.
- Extended ZUCA to synthesize customer-specific use cases even when no customer data is provided, guaranteeing credible, tailored demonstrations for every prospect engagement.
- Led technical pre-sales engagements by mapping complex customer Order-to-Revenue requirements to the Zuora platform, validating functional fit and long-term scalability.
- Conducted 30+ deep-dive discovery sessions with C-level stakeholders to define architecture requirements, success criteria, and the path from current state to target state.

Manager, Salesforce Engineering, Mint Mobile / T-Mobile Nov 2024 – May 2025

- Managed a distributed team of 10 Salesforce engineers and admins across the US, Dominican Republic, and India, owning hiring, delivery, and career development.
- Led DevOps for the Salesforce team, re-engineering the release lifecycle around a Bitbucket CI/CD pipeline with strict code-quality gates and reducing deployment failures by 25%.
- Scripted scratch org provisioning so every pull request was deployed and fully tested in a fresh org, and built a scratch org pool that kept orgs ready in advance, removing a 1-2 hour setup wait on each PR.
- Deployed Agentforce agents across the care org: in-call guidance that surfaces the right action at the right time, automatic call summarization and categorization, and post-call coaching that critiques rep performance, cutting average handle time by 15%.

- Defined engineering standards and architectural patterns for the Salesforce team, driving down technical debt across the org through code reviews and design guidance.
- Designed a scalable, event-driven integration framework decoupling Salesforce from legacy systems, improving data throughput and error handling.
- Led performance-engineering initiatives that increased system stability by 25%.

Senior Salesforce Engineer, Mint Mobile / T-Mobile Jul 2023 – Nov 2024

- Led the build-out of full-service care functionality in Salesforce for 1,500 support reps: calls and chats handled natively with 75+ customer-assist actions, eliminating swivel-chair workflows by rebuilding 10+ internal tools directly inside Salesforce.
- Built the rep-facing UI in Lightning Web Components, including the action toolbar and a next-best-action component.
- Built a custom two-way Slack integration (Apex + custom Slack bot, beyond the out-of-the-box connector) that let employees without Salesforce licenses approve records, make changes, and query records and reports from Slack, with Salesforce brokering traffic to and from other internal tools.
- Key engineer for all Salesforce software through Mint Mobile's acquisition by T-Mobile, shaping and executing the Salesforce roadmap through the transition.

Salesforce Developer, Honorlock Jun 2022 – Jul 2023

- Sole Salesforce admin and developer for a 150-user org: custom Apex, Lightning Components, and Flows extending standard functionality, plus all user, profile, security, and sharing administration.
- Owned the Salesforce CPQ integration and the third-party stack (SalesLoft, DocuSign, ZoomInfo, Intacct, Gong, 6sense, Mixmax, RingLead), serving as primary point of contact for each.
- Built Apex Batch and Queueable jobs to audit and correct instance data, and led a company-wide data cleanup initiative spanning 1M+ records across all objects.

Salesforce Admin/Developer, Castor EDC Sep 2021 – Jun 2022

- Built a fully custom forecasting tool inside Salesforce: real-time opportunity rollups, forecast categories (Commit, Likely), and three forecast levels (rep, manager, VP) with team summaries, individual breakouts, and quarter-long tracking of forecast vs. closed-won.
- Single point of contact for Salesforce admin and development across Sales and Service Clouds, building custom components with Apex, Lightning Components, and Flows.
- Raised Sales and Service team productivity an estimated 20% through record-triggered automation and curated screen flows, and managed the third-party stack (SalesLoft, DocuSign, Loopio, Calendly, ZoomInfo, Seismic, Rattle, Zapier).

Sales Analyst, Phillips Pet Food & Supplies Jul 2019 – Aug 2021

- Developed end-to-end custom Salesforce solutions (Apex classes and triggers, Lightning components and apps, Visualforce), owning every phase from requirements and risk analysis through deployment and support.
- Built a SharePoint-Salesforce integration using OAuth and Files Connect, plus interactive Power BI dashboards backed by complex SQL, merging 6+ data sources into org-wide KPI insight.

SKILLS

- **Monetization & Quote-to-Cash:** Usage-based pricing, metering & rating design, Zuora Billing & Revenue, m3ter, Salesforce CPQ, Salesforce Revenue Cloud (Agentforce Revenue Management), Order-to-Revenue architecture, Stripe/NetSuite integration patterns
- **Pre-Sales & Account Management:** C-level discovery, technical demos, POC development, solution & integration architecture, RFP/RFI responses, objection handling, technical account management
- **Salesforce Platform:** Apex, Lightning Web Components, Flows, SOQL, Sales/Service/Marketing Cloud, Agentforce, REST & SOAP APIs, platform security & sharing, Salesforce DX & CLI, scratch orgs & org pooling, CI/CD
- **AI Engineering:** AI agent design and deployment, LLM-powered internal tooling (ZUCA, m3ter-RFP, m3ter MCP), LangGraph, LangSmith, MCP servers, Vercel (deployment, AI Gateway, Agent SDK), prompt engineering
- **Data & Programming:** Data modeling & database design, ETL/data pipelines, Python, JavaScript, SQL (MySQL, SQL Server), Power BI, Tableau, Git, Bitbucket, agentic coding tools (Claude Code, Codex)

CERTIFICATIONS & TRAINING

- **Salesforce (10):** Application Architect, Platform Data Architect, Platform Sharing & Visibility Architect, Platform Integration Architect, Platform Developer II, Platform Developer I, JavaScript Developer, Platform App Builder, Agentforce Specialist, Platform Administrator
- **Zuora (5):** Billing Solution Architect, Revenue Solution Architect, Billing Delivery Architect, Revenue Delivery Architect, Implementation Manager
- **Trailhead & Training:** All Star Ranger, Agentblazer Legend, Revenue Cloud Bootcamp (ShiftLogic)

EDUCATION

B.S., Applied Mathematics and Statistics, Stony Brook University, New York