

WAQAS GORAYA

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SUMMARY

- 10+ years as a customer-facing technical implementation specialist, leading enterprise clients from scoping through go-live across API integrations, data migrations, and platform configuration.
- **195+ clients** • **\$39M+ ARR** • **\$8M PS Revenue** • **47 data migrations** • **100% PDS scores**

SKILLS

Technical Implementation & Onboarding	Integration Specs & Architecture Docs
REST API & Webhook Integrations	Playbooks & Reusable Assets
Data Migration & ETL	SQL, Python, HTML & JavaScript
Sandbox Testing & Pre-Launch QA	AI-Powered Workflow Automation

PROFESSIONAL EXPERIENCE

Senior Implementation Analyst

Apr. 2021 – Present

OpenGov Inc.

Remote

- Primary technical point of contact for **120+ enterprise clients** across **\$34M ARR**, owning kickoff through go-live.
- Led technical discovery to map client systems and integration architecture, then translated findings into specs for engineering.
- Owned pre-launch QA and sandbox validation, delivering **47 migrations** across **750K+ records** with **zero post-go-live failures**.
- Built AI-powered FTP data pipelines, document conversion workflows, and a **Claude-powered AI tool** in active production use.
- Built reusable playbooks and integration templates, cutting team ramp time from **4–5 months to 2–3 months**.
- Configured **~80 ERP finance integrations** including API and FTP delivery, field mapping, and sandbox-validated transformation logic.

Data Integration Specialist / Technical Consultant

Sep. 2015 – Apr. 2021

Blackboard Inc.

Raleigh, NC

- Led technical implementations for **75+ clients** across **\$5M+ ARR** and **~\$1M PS revenue** using SQL, Python, and Visual Basic.
- Diagnosed complex integration issues independently, isolating root causes across client environments and third-party systems.
- Gathered requirements, documented integration specs, and managed concurrent engagements from scoping through go-live.

PROJECTS

- **Claude-Powered Discovery Assistant** — Built and deployed a production AI web app on Vercel using the Anthropic API. Designed agent architecture, prompt context, and retrieval logic to generate discovery questions and success metrics. Planning through deployment and active daily use in client delivery.

EDUCATION

B.S. Computer Science

North Carolina State University, Raleigh, NC