

Ben Bolopue

Delivery Leader · AI-Enabled Transformation · Enterprise Implementation & Client Success

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PROFESSIONAL SUMMARY

Delivery Leader and AI-enabled transformation specialist with 25+ years of experience spanning multinational B2B manufacturing and consulting, including 18 years in manufacturing operations and technology leadership and 7+ years in Salesforce consulting. Combines a Lean/Six Sigma foundation with deep multi-cloud platform expertise to bridge business analysis, solution architecture, project leadership, and hands-on configuration into measurable delivery outcomes. Two-time Salesforce MVP and recognized community leader who builds high-performing consultants, repeatable delivery frameworks, and systems that help organizations succeed.

CORE COMPETENCIES

Performance Management & Leadership Development	Enterprise Implementation Leadership	AI-Enabled Transformation (Agentforce)
Business Analysis & Requirements Definition	Solution Design & Hands-On Configuration	Salesforce Platforms Architecture & Delivery
Consultant Coaching & Mentorship	Continuous Improvement (Lean / Six Sigma BB)	Delivery Governance & Frameworks
Training Design & Multi-Level Delivery	Stakeholder & Executive Communication	Change Management & User Adoption

PROFESSIONAL EXPERIENCE

Demand Chain · Remote · 7 years total

Sr. Delivery Enablement Manager

January 2026 – Present

- Lead complex Salesforce implementations across Financial Services, Manufacturing, Life Sciences, and other enterprise environments as senior delivery resource.
- Translate ambiguous client needs into clear requirements, practical solution designs, delivery plans, and measurable outcomes spanning business analysis, project leadership, and solution architecture.
- Own and evolve the firm's Performance Management Leadership program, developing stronger managers, directors, and delivery leaders through structured coaching, accountability frameworks, and practical standards.
- Coach consultants on delivery judgment, client communication, solution thinking, and professional growth at every career stage.
- Strengthen delivery governance through repeatable frameworks, project review practices, role clarity, and continuous improvement rhythms.
- Drive AI-enabled and data-driven solution design, including practical application of Agentforce and emerging tools to improve delivery quality and client outcomes.

Managing Functional Delivery Lead

June 2019 – January 2026

- Led end-to-end Salesforce engagements, discovery, requirements definition, solution design, configuration, testing, training, and go-live, as functional delivery lead, business analyst, project lead, and solution engineer.
- Delivered multi-cloud solutions spanning Sales Cloud, Service Cloud, Experience Cloud, Financial Services Cloud, Manufacturing Cloud, Data Cloud, integrations, automation, reporting, and document-generation patterns.
- Partnered with executives, business leaders, architects, developers, and end users to align Salesforce capabilities to operational goals and measurable business outcomes.
- Produced clear project artifacts: process flows, user stories, acceptance criteria, design notes, project review materials, and executive-ready readouts.
- Served as trusted translator between business stakeholders and technical delivery teams navigating scope, risk, prioritization, and project health.

- Mentored client-side administrators and junior consultants on Salesforce best practices, delivery discipline, documentation, and solution thinking.

Quanex Building Products · Minnesota / Wisconsin · 18 years total

Salesforce Solutions Architect & Platform Owner

November 2010 – January 2019

- Owned and evolved Salesforce and related web-based business systems across divisions in the U.S., Canada, and Europe serving as platform owner, subject matter expert, declarative developer, Scrum Master, and cross-functional liaison.
- Led Salesforce enhancement projects from business need through requirements, design, testing, deployment, training, and adoption.
- Designed and delivered Salesforce training across all formats (e.g. documentation, video, web-based learning, and LMS content) for audiences from shop floor to C-suite.
- Designed and built a best-in-class B2B Net Promoter Score program within Salesforce, integrating survey tools, analytics, and workflow automation; recognized as a model implementation by senior leadership and external partners.
- Applied continuous improvement methodology (Lean, 5S, process clarity) to platform adoption, data quality, and user experience producing measurable improvements in utilization and data integrity.
- Participated in CI/CD pipeline management and release validation practices.

Lean Enterprise Coordinator

August 2004 – November 2010

- Facilitated Lean and Six Sigma continuous improvement events generating more than \$2MM in approved cumulative savings for the Luck, WI manufacturing facility.
- Designed and delivered continuous improvement and 5S training for internal teams and customer locations; built training content for adult learners at all organizational levels.
- Co-developed a Visual Basic-based material and order management system across three departments.
- Earned Lean Leader/Practitioner certification and Six Sigma Black Belt credentials.
- Presented on operational cost reduction through process understanding and standardization at the Twin Cities Lean Manufacturers Paradigm Group.

Manufacturing Supervisor

January 2001 – August 2004

- Led manufacturing teams in a high-volume production environment, building foundational leadership in communication, accountability, scheduling, quality, safety, and operational execution.

COMMUNITY LEADERSHIP & VOLUNTEERISM

Twin Cities Salesforce User Group Leader · 2015 – Present

- Lead the largest of five Twin Cities Salesforce user groups planning and facilitating monthly events, managing speakers and sponsors, and building a vibrant community of practitioners.
- Organized and emceed the first annual five-group joint kick-off event in April 2026, drawing 100+ attendees.

BSA Scoutmaster — Troop 226, Memorial Lutheran Church, Afton, MN

- Served 14 years in Scouting, 9+ years as Scoutmaster, guiding a troop that averages a dozen active scouts.
- Known for servant leadership, wilderness training, and leading high-adventure backcountry expeditions focused on youth leadership development.

CREDENTIALS & RECOGNITION

Certifications: Six Sigma Black Belt · Lean Leader / Practitioner · Multiple Salesforce Platform Certifications

Community Recognition: 2× Salesforce MVP · Dreamforce Speaker · Active Salesforce Community Contributor since 2010 · Distinguished Unit Scouter Award 2018 & 2025 · Northern Star Council District G Spark Plug Award 2025