

Detail-oriented and certified Salesforce Developer with a strong foundation in CRM platforms and a dedication to evolving financial service technologies. Proficient in Salesforce Lightning UI and LWC, with extensive experience in application development and agile methodologies using Java Script, HTML and CSS. Committed to high-quality coding, maintenance, and user support, ready to contribute to the company with solid Apex programming skills and a robust understanding of integration and API development.

Experience

Salesforce Developer - One Click Solution

2020-02 - present, New York

- Engineered and deployed robust Salesforce solutions at One Click Solution, enhancing customer relationship management processes and increasing sales team productivity by 25% through custom Apex programming and Lightning UI integration.
- Earned Salesforce Developer certification; leveraged expertise to design, test, and maintain CRM applications, leading to a 15% reduction in maintenance costs and 20% faster issue resolution.
- Provided comprehensive business support for CRM users, improving user adoption by 30% and ensuring data integrity with the development of advanced reports and dashboards tailored to financial service operations.
- Pioneered the integration of Salesforce Lightning Connect and REST APIs at One Click Solution, enabling seamless connectivity with external financial systems and facilitating real-time data access, boosting overall system efficiency by 40%.

Salesforce Administrator - Clover

2017-12 - 2020-01

- Spearheaded the implementation and optimization of the Salesforce CRM at Clover, resulting in a 30% increase in sales team productivity by automating workflows and enhancing data integrity.
- Developed and maintained over 40 customized reports and dashboards, significantly improving decision-making processes and monitoring data quality, contributing to a 20% increase in data accuracy.
- Executed comprehensive training programs and provided ongoing support for Salesforce users, decreasing the average issue resolution time by 50% and enhancing user adoption rates.
- Led the integration of Salesforce Lightning UI, which improved the user experience and streamlined business processes, directly contributing to a 15% rise in customer satisfaction scores.

QA Engineer - Clover Infotech

2016-11 - 2017-12, New York

- Led a team of 4 QA engineers at Clover Infotech, enhancing software quality by implementing robust testing protocols; reduced bug rates by 35% and contributed to a 15% increase in client satisfaction across 5 key projects.
- Orchestrated the successful rollout of an automated testing suite for financial services applications, resulting in a 25% decrease in regression testing time and supporting a more agile development environment.
- Spearheaded the development and execution of end-to-end system testing strategies, ensuring compliance with design specifications; identified and resolved 200+ discrepancies, directly improving system reliability and performance.
- Acted as liaison between development teams and stakeholders, effectively communicating technical requirements and project updates; this facilitated the on-time delivery of complex software solutions in a high-paced agile setting, with zero slippage on major milestones.

Education

Electric-mechanical Engineering

Pre-Azov State Technical University, 2006-09 - 2012-05, Mariupol, Ukraine

Skills

Software

Salesforce expertise, CRM and Salesforce proficiency, Lightning UI

Version Control

Git, GitLab, BitBucket

Deployment tools

Copado, Jenkins, ChangeSet

Salesforce Administration

User Management, Profiles, Permission Sets, Security, Data Management, Data Loader, Data Import/Export, Reports and Dashboards, Data Modeling

Agile Methodologies

Scrum, Kanban

Software

Salesforce Development - LWC, Aura, Apex, Triggers, VisualForce, JavaScript