MARK THIBAULT
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Software Architect, Director

Senior solution architect serving as a strategic advisor to enterprise customers. Passionate about software systems, Salesforce, mobility, IoT, agile software development practices and continuous improvement through the effective use of knowledge, information, and communication. Extensive experience designing and integrating using APIs and services. As a trusted advisor, utilizing best practices for enterprise architectures, drives conversations with architects, business stakeholders, and CIOs in areas such as app governance, analysis, security, APIs, and performance.
Enjoy new challenges and working outside of comfort zone.

- Salesforce 3x Ranger, Certified
- Agile Project Management including budgeting
- Vendor selection and management
- Salesforce LWC with Apex development and various integrations of external financial and insurance feeds
- Design custom Apex classes to extend Flows
- Salesforce second generation (2GP) packaging
- Salesforce Financial Services; nCino loan integration
- Experience, Sales, Service, Marketing Cloud experience
- Visual Studio Code with SFDX development and deployment of Salesforce projects
- Verticals – Supply Chain, Financial, Venture Capital, Private Equity, Asset Management, Insurance, Field Service/Logistics, Manufacturing, Accounting
- Security, compliance, access management
- Basic Adobe Creative Suite

- Data – SQL, SOQL, SOSL, Oracle, Salesforce, SQLite
- Native & Hybrid Mobile Architecture & Development – iOS, Android; Objective-C, Swift, Java, Cordova
- Mobile Center of Excellence/Trusted Advisor – policies, device, and app management
- Full-stack - HTML5, CSS, JavaScript, LWC, Node.js
- Cloud Integration/API – Azure, AWS, Heroku, Google, Salesforce, MuleSoft, SAP, Oracle
- Distributed/Virtualization Technology - Kubernetes, Docker, Apache Kafka
- Continuous Integration and Deployment – Jenkins, git, TFS, xUnit, Jira, Travis
- Testing – Jest for LWC, test Apex classes for required coverage of production deployments, .NET unit tests
- Middleware – MuleSoft, Jitterbit, Workato, Custom (Queues, API management, etc.)

PROFESSIONAL EXPERIENCE

Consultant – Salesforce Architect – Crowe LLP (2022-23)
System design and in-depth problem solving. Continuous learning of new features and offerings from Salesforce and AppExchange partners. Generate solution overviews, proof-of-concept designs, and applications while discovering system landscapes or project documents.

Key Accomplishments:
- Designed multi-org system that integrated with ERP (accounting, manufacturing, supply chain) including data warehouse and archiving
- Run discovery workshops to uncover business challenges and goals
- Assist with pre-sales estimates and proposals
- Review application designs and verify that best practices (design, dev, user experience (UX)), are being followed, a great user experience is being delivered, and business goals are being met or exceeded
- Utilize Experience Cloud to identify and guide leads towards products and services
- Developed collateral for Center of Excellence and DevOps
- Multiple Supply Chain implementations utilizing Salesforce CPQ and NetSuite

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Consultant - Senior Salesforce Developer – NCR Terafina (Spring 2022)

Architected and developed solutions in Apex for digital account opening utilizing the NCR Terafina platform. Integrated omnichannel sales into Salesforce. Worked with remote development team and help manage local development team to meet customization of onboarding platform for client banks.

Key Accomplishments:
- Experienced with the LWC MVCC Model View Controller (client and server side) often creating custom Apex controller classes for use by no-code and low-code development options such as Flows and LWC.
- Assisted newly onboarded developers in configuring complex DevOps environments and in Salesforce Apex

Senior Software Engineer - Barnum Financial Group (2020-2022)

Architected and developed solutions in Lightning Web Components and Apex classes to solve various financial and insurance tasks. Also developed Salesforce integration solutions for DTCC and insurance quoting in C#. Utilized Visual Studio Code with SFDX as well as SFDX via command line scripts for development and deployment to dev and production orgs.

Key Accomplishments:
- Experienced with the LWC MVCC Model View Controller (client and server side) often creating custom Apex controller classes for use by no-code and low-code development options such as Flows and LWC.
- Completed Salesforce Partner Learning Camp - Financial Services Cloud Academy Course
- Designed and developed integration service between DTCC data services and Salesforce. Utilizes SQL Server intermediary database, C# services, and Salesforce integration via REST API.
- Developed Salesforce Lightning Web Component along with Apex code to process both real-time insurance quoting via REST and background processing of existing policies determining cost savings for the insured.
- DTCC (ACORD, financial, insurance data) ingest into SQL Server and Salesforce

Senior Salesforce Developer / Consultant – CloudMasters (2021)

Architect and developer of Salesforce low-code, Lightning Web Components (LWC), Apex and packaging utilizing Visual Studio Code with SFDX.

Key Accomplishments:
- Developed Flows for integration of custom objects, managed packages, and nCino via MuleSoft
- Custom Apex coding
- Created second-generation managed packages (2GP) via SFDX to distribute via AppExchange, these utilized metadata to and from Salesforce and integrated with GitHub
- Developed unlocked packages with Flows, custom objects, and Apex

Vice President Mobile Development – JPMorgan Chase, NYC (2016-2019)

Developed UX optimized hybrid app for mobile sales team. Multi-platform app included quick access to dashboards, reports, opportunities and customer data. Later transitioned to Salesforce native app and Lightning Web Components. Lightning components development using Visual Studio Code with SFDX.

Key Accomplishments:
- Custom hybrid app
  - Utilized Salesforce Mobile SDK with custom SOQL and SOSL for deep searches

- - o Offline caching, online synchronization
    - o Native plugin development for Android and iOS to support upper hybrid layer
    - o Utilized Google Cloud Services & Firebase to support mobile app analytics and crash reporting
- Salesforce mobile app
    - o Worked with Salesforce project managers, engineering leads, and cyber team in identifying key features required for JPMorgan Chase onboarding approval
    - o Evangelize the benefits of the Salesforce mobile app and conduct technical workshops to position that value
    - o Developed Lightning Web Components (LWC) for mobile and desktop deployed via SFDX
- Security, compliance, access management
    - o Integrated malware and root-kit libraries via plug-in modules (also was involved in selection)
    - o Regularly worked with our compliance team in understanding latest threats, best practices, documenting procedures, implementing and gaining approval through intensive cyber testing
- Integration
    - o Worked on early design concepts for new Salesforce REST-based service layer
    - o MuleSoft training and prototyping for integration and new CRM API layer
- Consulted with across lines of business on cyber, onboarding, and mobile related issues

Developer/Architect – Dittach, New York, NY (2015)

Co-designed email attachment search system comprising various backend services, mobile API gateway for [iOS](#) and Android, mobile app.

Senior Mobile Solution Architect (Consultant) – Computer Sciences Corporation (CSC) (2011-2016)

Lead mobile developer and enterprise solution architect. Managed software development of local and offshore teams of 2-15, specializing in web and mobility solutions. Collaborated and managed user stories, tasks and sprints, using Atlassian JIRA Agile, between clients and onshore and offshore development teams. Co-authored numerous client RFP responses, covering technical, financial, and scheduling estimations.

Key Accomplishments:

- Mobile Architect for a Mobility Center of Excellence project for Zurich Insurance, working directly with CIO and staff, to create processes and procedures to lead mobility efforts throughout company. Mobility hub jumping off point for HR & legal agreements, EMM (device and app management), and reuse through API Management.
- Designed mobile client and backend services to support HTML5, hybrid, and native client development across tablets and phones. API Gateway services created to integrate with Salesforce contacts and SharePoint documents.
- Mobile Architect/Developer for an iPhone mobile inspection app for Kiewit, a Fortune 500 contractor. App is used for daily visual inspections of high-cost construction equipment. Business intelligence (BI) uses analytics to predict and manage maintenance, minimize downtime, and maximize safety. Supports connected and disconnected modes which integrate with SAP and SharePoint back ends via REST API.
- Developed Field Service Management iPad app in Objective-C that utilized Salesforce Mobile SDK to pull in Contact and Service Cloud data
- Created mobile apps for U.S. Department of Transportation, National Highway Traffic Safety Administration (NHTSA), Toyota, multiple insurance companies

Software Consultant – Pitney Bowes, Shelton, CT (2013)
Provided maintenance for ASP.NET project and developed new ASP.NET MVC prototype for another internal project. Created MVP mobile (iOS) app for Salesforce integration.

Software Developer / Consultant – Rocx Software Corp. (2005-2011)
Manage software project teams of 2-5 for this independent consulting company specializing in web and mobile solutions for the media, logistics, financial, and scientific communities. Project management responsibilities for resource allocation and budgets.

Key Accomplishments:
- Universal Mind – worked with UX teams as co-developer of iPhone & iPad apps, Construction Instruction, financial services, Detroit Auto Show demo for Johnson Controls
- PartnerRe – accrual accounting and reporting system for reinsurance company
- Neopost – created RESTful API-based software postage system (meter-less) that integrated with document management systems and USPS; cost reductions via reduced postage and smaller operations staff; worked with Neopost patent attorneys in tech investigations
- Sikorsky Aircraft, United Technologies – created an ASP.NET MVC-based port of aircraft maintenance app
- Loral Space & Communications – developed web-based reporting and billing system for live and on-demand media events; utilized COTS components where possible
- LinksPoint – Windows Mobile based routing and scheduling app on Motorola/Symbol and Intermec systems for NYC Dept. Buildings (Windows CE, C++, SQL Server for Windows CE, SQL Server, GPS)
- HID, Assa Abloy – created smart-card manufacturing app that integrated customer data from Oracle Financials and manufacturing data from Oracle
- A/C•Safe - created Automatic Inventory Replenishment system and other supply chain services for shipping and logistics that integrated with Home Depot, Lowes, UPS

Previous: other senior member of technical staff and director roles

EDUCATION & CREDENTIALS
Member IEEE Computer Society
Agile Estimating and Planning, Mountain Goat Software
Top Secret SCI – expired
Northeastern University, College of Electrical Engineering
University of Wisconsin, College of Engineering
Salesforce Certified and 3x Ranger