

# Ethan Dunzer

Business Application Architect

Happy Valley, OR 97086  
(503) 318-0942  
ethandunzer@gmail.com

## EXPERIENCE

### The Opus Group — Business Application Architect

APR 2024 - PRESENT

- PSA (Certinia) implementation
- Custom LWC (Lightning Web Component) development
- Custom Slack Integration

**Salesforce–Sage Intacct Integration Update:** Decreased API calls by 80% by migrating logic to Flows, improving maintainability and scalability.

**Custom LWC Service Cloud Components:** Streamlined internal case submissions and chat history access from the utility bar.

**Custom Slack Integration:** Created service cloud case notifications and laid the foundation for cross-system communication.

### The Opus Group — Junior Salesforce Developer

JUN 2022 - APR 2024

- Service Cloud implementation
- Survey Automation
- Custom Experience Site Development

**Contractor Automation System:** Reduced IT department spend by at least 15% annually by automating user creation, activation, and application assignments.

**Salesforce–Okta Integration:** Established the foundation for contractor automation and ensured seamless data syncing of personal info.

### Opus Agency — Junior Salesforce Administrator

OCT 2021 - MAY 2022

My work included an entire audit of the salesforce instance, along with updating current systems for different departments. Salesforce admin work:

- Email Alerts and Templates
- User settings, Roles, Profiles, Permission Sets, Permission Set Groups, Public Groups
- Lightning App Builder, Page Layout Design

**Flow Migration:** Proactively converted all automations to Flows prior to Salesforce's announcement, reducing technical debt.

## EDUCATION

### Oregon Tech — BS, Information Technology

2020 - 2022

Python Programming, C# Programming, Intro to Relational Databases, Relational Database I, Database programming, Fundamentals of Linux, Windows Server Fundamentals, Networking Fundamentals, Systems Analysis I, Engineering Management, Marketing 1, Argumentative writing, Public Speaking, Business Law, Principles of Accounting I, Project Management, Advanced Technical Writing.

## SKILLS

**Salesforce:** Sales Cloud, Service Cloud, Inventory Management, Surveys, Flows, LWC, Apex, API Integrations, Lightning Email Templates

**Methods & Processes:** Okta SSO, Slack Integrations, Certinia (PSA), Marketing Cloud, C#, Python, JavaScript, Database Programming

**Other Tools & Tech:** Project Management, Systems Analysis, Automation

## STRENGTHS

Leadership  
Problem-Solving  
Proactive  
Initiative  
Learning Speed

## LANGUAGES

JavaScript  
HTML CSS  
Apex  
Python

## INTERESTS

Cooking  
Architecture  
Cars

