

Ethan Dunzer

Sr Business Application Architect

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EXPERIENCE

The Opus Group — Sr Business Application Architect

JUN 2025 - PRESENT

PSA-SMS Integration Workflow: Unified supplier resourcing, scheduling, and contracting into a single automated workflow across Salesforce apps, eliminating 10–30 manual steps per contract for users.

Automated Hours Distribution: Developed dynamic hours allocation logic for PSA assignment scheduling based on Region, Practice, and Group attributes, reducing schedule modification time by 90%.

Project Communication Automation: Integrated Google Workspace to auto-create and manage project email distribution lists based on PSA projects.

The Opus Group — Business Application Architect

APR 2024 - JUN 2025

- **PSA (Certinia) implementation**
- **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**
- **Custom Experience Site Development**

Contractor Automation System: Reduced IT department spend by at least 15% annually by automating user creation, deactivation, 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

Salesforce Org Audit & Optimization: Conducted a full audit of the Salesforce instance and modernized department systems to improve platform efficiency..

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

EDUCATION

Oregon Tech — BS, Information Technology

2020 - 2022

SKILLS

Salesforce: Sales Cloud, Service Cloud, Inventory Management, Surveys, Flows, LWC, Apex, API Integrations, Lightning App Builder, Lightning Email Templates, Permission Set Groups, Permission Sets

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

