

Having worked with Salesforce for almost four years now, I've tackled many problems and worn many hats. Adaptively acquiring skills to solve all kinds of different business processes and needs utilizing low-code tools to entirely custom developments. In my time, I've found communication is key when developing complex solutions and architecting code and automations that work efficiently, are expandable and reusable, and are able to be easily maintained and understood by future employees or developers.

TECHNICAL EXPERIENCE

Salesforce Developer & Consultant August 2023 - February 2024

TruSummit Solutions

TruSummit Solutions is a Salesforce Partner that provides consulting services that include clear communication between team members and clients, and innovating to solve complex business problems. TruSummit is based out of the Pittsburg, PA area where reaching new heights with the Salesforce platform become more and more possible each day through hard team work.

Technologies Used

- Microsoft Office, used to communicate with Teams, handle storing files with SharePoint, using Outlook for email and calendar and more
- Windows, IntelliJ with Illuminated Cloud 2 as the development environment

Job Overview

Working for TruSummit wasn't always easy, but the experience offered many opportunities to learn web concepts and get more familiar with properly utilizing modern Salesforce technologies. The clients I delivered software for are great businesses that are providing value to the world through manufacturing, engineering and more. One project in particular, my team was able to hit project milestones on the project timeline and complete the entire project on time with great customer satisfaction. All the main deliverables that were scoped in the statement of work were managed to be delivered successfully and in a timely manner. Other than hands-on development, some of the duties I performed included gathering business requirements from clients and project managers, updating the technical sections for statements of work, writing user stories and delegating tasks, becoming familiar with documentation of integrations and new technologies, overseeing CI/CD processes, performing deployments to production environments, documenting the work I've completed, quality assurance, and quickly fixing issues during user acceptance training. Communicating regularly with involved parties, both internal and external, to achieve the common goal of productively getting action items over their finish line. As the client work in the pipeline began to slowdown at TruSummit, I was able to achieve passing the Salesforce Admin exam and have made great progress in studying for others.

Lead Salesforce Developer September 2022 - June 2023

menMD

menMD is a men's health service provider linking men with physicians and providing products as needed through a business partnership with Pharnalabs. Utilizing Salesforce to optimize the patient and physician experience by providing customer support and offering a virtual clinic for ordering products and connecting patients with physicians.

Technologies Used

- macOS, IntelliJ with Illuminated Cloud 2 as the development environment
- Utilizing Visual Studio Code utilities where applicable
- Google Workspace for email, calendar, Google docs, etc.

Job Overview

Being the first full-time developer for menMD, a lot of the work I did included getting existing projects over their finish line, as well as cleaning up code or bugs left behind by previous consultancies. I implemented many new automations for the shipping department, the internal sales team, in the virtual clinic Digital Experience, and for marketing cloud to enhance both the customer and employee experience by saving clicks and time. The solutions built out are completely custom using low code automations, custom code or managed packages for things like printing shipping labels, and handling payments. As the main technical Salesforce resource, I found my self wearing many hats. Fixing issues related to user permissions, data storage and governor limits, as well as architecting custom apex integrations and solutions as needed.

Salesforce Developer & Technical Consultant July 2021 - September 2022

Ad Victoriam Solutions

Ad Victoriam Solutions is a Salesforce Partner that provides multi-cloud consulting services, from strategy to implementation. AdVic is headquartered in the greater Atlanta, Georgia area and holds a B Corp certification.

Technologies Used

- Slack for communication with team members and sometimes clients
- Jira to track issues
- Bitbucket for code repositories

Notable Projects

Grocer's Lightning Conversion

I lead development for a popular Grocer's classic to lightning conversion. The Grocer utilized Cases for handling support issues from customers related to different stores, managed customer accounts, and rewarded loyalty points for their loyalty program through their Salesforce org. I was responsible for analyzing their existing code base, estimating time for development, writing Jira tickets, and finally converting their Visualforce pages and backend functionality to Lightning Web Components. The project went super smooth and the client couldn't have been more satisfied, it's always great to hear clients are satisfied with my code.

B2B Storefronts

I have helped fully implement five B2B Salesforce storefronts while at Ad Victoriam, while also assisting with others. I'm proud of the work I've been able to get done on these and how much I've been able to expand my knowledge of Digital Experiences, the power of flows, and the Commerce Cloud. By working on anything from global theme CSS overrides, to call-outs to payment processors in Apex, I've been able to learn a ton.

Salesforce Developer September 2020 - July 2021

Legendary Supply Chain

Legendary Supply Chain is a Salesforce OEM partner with a specialty in supply chain management focused around buying, selling, moving and servicing medical equipment. Building out custom applications and solutions from the out of the box managed package to best suit each client's needs.

Tech Stack

- Aura Component & Lightning Web Component JS Framework, Visualforce Pages
- Apex, SOQL
- Salesforce Command Line Interface (SFDX CLI)

Notable Projects

Small Package Shipping Integration:

Shipping integration to offer to any customers wanting to create shipments and generate labels right out of their Salesforce org. Domestic shipping functionality has been built out with UPS REST APIs, and USPS and FedEx SOAP APIs. As well as international for USPS.

Equipment Scheduler:

The Equipment Scheduler serves as a dynamic calendar for viewing and logging medical equipment schedules for mobile routes, drivers, and technologists.

EDUCATION

Asheville-Buncombe Community College

General Education

Nashville Software School November 2019 - May 2020

Intensive hands-on 6 month full-stack software development program creating applications individually and in team based environments, using modern technologies.

Technologies Used

- Built single page applications with functional React including hooks, styling with React Bootstrap
- C#, .NET Core, ASP.NET used in building web APIs and MVC applications.
- Git and GitHub for version control
- SQL Server database, querying via ADO.NET and Entity Framework

CERTIFICATIONS

Web Software Developer

Nashville Software School

Platform Developer I

Administrator

Salesforce

<https://www.salesforce.com/trailblazer/hparker19>