KENDRA CLAIBORNE

DEVELOPER

ME IN A NUTSHELL

A New York City native, currently residing in the Bay Area. I am a Salesforce Developer with over 3 years experience in designing and building custom implementations on the Salesforce platform. I have worked on integrations using APIs and 3rd party applications, implemented custom classes and triggers using Apex and SOQL, and dabbled in front-end/UI using visualforce, javascript, and lightning component framework.

CONTACT INFORMATION

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EMPLOYMENT

Enterprise Systems Developer I

Box (July'18 - Present)

Design and implement scalable Salesforce solutions for Sales, Marketing, Engineering and Go To Market teams. As a part of the Salesforce Development team, I followed the software development and release management lifecycle to build and deploy components from Sandbox to Production.
Joining an organization with an existing and robust Salesforce instance and newly implemented CPQ application, I gained knowledge on the existing business processes and team coding standards through reading the existing code base. Partnered with business system analysts and members from cross-functional teams to understand business needs and requirements. Designed solutions, wrote technical design documents, and built and enhanced metadata components such as apex classes, triggers, visualforce pages, javascript buttons, and process builders. Participated in code peer reviews to ensure code readiness and functionality standards aligned with Salesforce principles. Learned NodeJS to help the senior developers implement a continuous integration process using Travis CI to automatically validate and deploy components between Salesforce Sandboxes and Production orgs from Github.

Technical Consultant

Deloitte (July'17 - July'18)

Liason between business and the technology teams. Lead the development team of a global client for a CTI implementation. Responsible for identifying the technical needs and solution based on the business requirements gathered from onsite interactions with business stakeholders. During the design and build phase, I worked closely with the project's Technical Architect to visually map out the existing business processes and identify the features within Salesforce and third party applications that would allow those processes to be automated. Working with the development team involved creating and assigning Jira tickets to developers based on user stories defined during the discovery phase, leading the daily scrum calls, testing the features built to validate functionality and identify defects/bugs, and communicating with business system analysts to understand business needs. The project resulted in integrating 100+ employees from the EMEA call center onto Salesforce, which allowed them to perform call center tasks such as accept incoming calls, chats, emails, and web2case, create cases to capture those interactions, and a workflow that captured actions taken on a case from open to close. Extensive mapping and translation of the call center's legacy system data to the new Salesforce environment was completed to fulfill audit compliances and ensure employees could have access to a year's worth of case and contact data.

EDUCATIONAL HISTORY

State University of New York at Buffalo

Bachelor of Science, Computer Science, May'16

Campus Involvement

Publicity Chair, The Scientista Foundation Chapter at the University at Buffalo, Nov'14 - Dec'15
University Research Intern, SUNY Louis Stokes Alliance for Minority Participation, June'14 - Dec'14