

KENDRA CLAIBORNE

.....

Salesforce full stack developer with 5+ years of experience in designing, building and providing system architecture on the Salesforce platform. Adept at communicating Salesforce technologies to cross-functional teams. Frequently engage with business stakeholders, project managers and product leads to understand current and future processes and gather business requirements to innovate, address gaps, and enhance business processes on the Salesforce platform. Comfortable working with a team or independently. I enjoy designing and building custom frontend applications using the Lightning Web Component framework and Javascript and integrating Salesforce with external applications. A natural problem solver and results driven, I value innovation and creativity to ensure that user experiences are easier and seamless. I actively engage in the community through mentorship, DEI initiatives and volunteering.

CONTACT INFORMATION

Phone: 718-404-2237

Email: kendrasclaiborne@gmail.com

Website: kclaiborne.github.io

Linkedin: linkedin.com/in/kendrasclaiborne

EDUCATION

State University of New York at Buffalo

Bachelor of Science, Computer Science, May '16

CERTIFICATIONS

Platform Developer I

October '19 - Present

PROJECTS

<https://kclaiborne.github.io/resume#portfolio>

EXPERIENCE

YouTube

Application Engineer III | November '20 - Present

- Design and build back/front-end solutions to solve critical business problems for 1000+ internal YouTubers.
- Collaborate with engineering teams, product leads, and stakeholders from cross-functional teams to understand functional/technical requirements and provide technical solutions.
- Defined technical design documents which outlined the infrastructure and technical details for a project/application feature and the associated user stories.
- Performed code reviews for team members, ensuring standard code practices were being followed and highlighting code optimization.
- Experienced with using Git for version control in a team environment to streamline development workflows and prevent code conflicts.
- Lead Developer for the Partner Alerts module which enables partner managers to support content creators and artists.
- Lead Developer for the My Portfolio module which enables partner managers to view their entire Portfolio and take action based on critical business needs.
- Scaled the flexible workforce by leading, onboarding and guiding TVC engineers on the internal application. Enabled the TVC team to make immediate impact on the application.
- Part of the development team responsible for analyzing version control systems (Git, Piper - Google's in house source code management system and 3rd party tools) to migrate the team's environment to streamline the release management and CI/CD process to support continual/minor and bundled releases, address development constraints experienced with the current sprint release cadence and reduce the challenges associated with rollbacks for long-running projects.

KENDRA CLAIBORNE

.....

Salesforce full stack developer with 5+ years of experience in designing, building and providing system architecture on the Salesforce platform. Adept at communicating Salesforce technologies to cross-functional teams. Frequently engage with business stakeholders, project managers and product leads to understand current and future processes and gather business requirements to innovate, address gaps, and enhance business processes on the Salesforce platform. Comfortable working with a team or independently. I enjoy designing and building custom frontend applications using the Lightning Web Component framework and Javascript and integrating Salesforce with external applications. A natural problem solver and results driven, I value innovation and creativity to ensure that user experiences are easier and seamless. I actively engage in the community through mentorship, DEI initiatives and volunteering.

CONTACT INFORMATION

Phone: 718-404-2237

Email: kendrasclaiborne@gmail.com

Website: kclaiborne.github.io

Linkedin: linkedin.com/in/kendrasclaiborne

EXPERIENCE

- Engineer Advocate and the voice of the engineering team during the rollout of a more streamlined and traditional Agile framework across the org. Responsible for ensuring that the needs of the engineering team were met while reinforcing the new framework.
- Enabled the engineering team to start testing frontend components. Defined a playbook that was an overview in how to write Jest tests, including a 'getting started', best practices, code review reference sheet and links to templates for self-paced learning. Led a working session to review examples in realtime and answer questions.
- Introduced a virtual scrolling framework to use in any frontend component to improve page rendering performance.
- Lead developer for performance improvement project that was a P0 OKR. Responsible for decreasing the page load time and improving overall page performance of the My Portfolio UX. Decreased the overall page load time and introduced virtual scrolling mechanism for a more seamless user experience.
- Designed and built a Chat Bot in Salesforce during a team AI Hackathon. Used Generative AI leveraging Google PaLM2 API to access the text generating capabilities of Google's PaLM2 text-bison model. The Chat Bot allowed users to ask system related questions and returned responses, mimicking a natural conversation. The chat responses were based on a trained dataset of information within the org. The dataset was trained by executing queries on the system database in realtime and passing the user asked question + query results as the context for the LLM via the PaLM2 API.
- Lead developer for introducing Generative AI to the team's Salesforce org. Did foundational work to understand a new area by researching LLMs, approaches (i.e. fine tuning, RAG, feedback), and best practices; built experimentations/POCs leveraging Google Cloud's Vertex AI and the Gemini family of large sequence base models and reusable infrastructure (i.e. load balancing mechanism for the distribution of model requests) to speed future development and build for scale and optimization. Launched three new features that generated insights powered by Gemini, in a single quarter, that was well-received at a high speed.
- Responsible for writing technical design documents that clearly outline the feature/problem, background context and infrastructure details.

KENDRA CLAIBORNE

.....

Salesforce full stack developer with 5+ years of experience in designing, building and providing system architecture on the Salesforce platform. Adept at communicating Salesforce technologies to cross-functional teams. Frequently engage with business stakeholders, project managers and product leads to understand current and future processes and gather business requirements to innovate, address gaps, and enhance business processes on the Salesforce platform. Comfortable working with a team or independently. I enjoy designing and building custom frontend applications using the Lightning Web Component framework and Javascript and integrating Salesforce with external applications. A natural problem solver and results driven, I value innovation and creativity to ensure that user experiences are easier and seamless. I actively engage in the community through mentorship, DEI initiatives and volunteering.

CONTACT INFORMATION

Phone: 718-404-2237

Email: kendrasclaiborne@gmail.com

Website: kclaiborne.github.io

Linkedin: linkedin.com/in/kendrasclaiborne

EXPERIENCE

- Led design review sessions, outlining the feature/problem, proposed solution(s) and the overall architecture and/or framework to cross-functional teams.
- Presented a tech talk on 'How Google Improves Integration Performance' at Google Sandbox Houston.
- Instructor for an introductory web development club, teaching the fundamentals of HTML, CSS, Javascript and good design principles. Prepared students to design and build their own static websites based on the learnings throughout the 12-week course. Led virtual, hands-on exercises, structured sessions in a way that the course syllabus could be taught in a virtual environment, provided internal and external resources to reinforce lessons and created a fun, safe, accessible and healthy learning environment for all students.

Box

Enterprise Systems Developer III | July '18 - November '20

- Design and build back/front-end solutions to solve critical business problems for 1000+ users.
- Collaborate with business engagement, project managers, and stakeholders from cross-functional teams to understand functional requirements.
- Use Jira to monitor tickets assigned, prioritize projects, track ticket progression from development, QA/UAT and resolution, and capture the technical solution, metadata components and types, and pre/post-deployment steps.
- Utilize Git to commit metadata components to Github to track changes and automatically deploy to Salesforce environments.
- Learned NodeJS to contribute to the build of a continuous integration process using Travis CI and ANT.
- Mentor junior developers to help them grow their understanding of the Salesforce platform, Git, and the software development and release management lifecycle.

Deloitte

Technical Consultant | July '17 - '18

- Liaison between clients and the technology team.
- Interacted with business system analysts and stakeholders to understand business processes and requirements.
- Utilized Jira to capture user stories and technical designs. Assigned tickets to the respective developer.

KENDRA CLAIBORNE

.....

Salesforce full stack developer with 5+ years of experience in designing, building and providing system architecture on the Salesforce platform. Adept at communicating Salesforce technologies to cross-functional teams. Frequently engage with business stakeholders, project managers and product leads to understand current and future processes and gather business requirements to innovate, address gaps, and enhance business processes on the Salesforce platform. Comfortable working with a team or independently. I enjoy designing and building custom frontend applications using the Lightning Web Component framework and Javascript and integrating Salesforce with external applications. A natural problem solver and results driven, I value innovation and creativity to ensure that user experiences are easier and seamless. I actively engage in the community through mentorship, DEI initiatives and volunteering.

CONTACT INFORMATION

Phone: 718-404-2237

Email: kendrasclaiborne@gmail.com

Website: kclaiborne.github.io

Linkedin: linkedin.com/in/kendrasclaiborne

EXPERIENCE

- Administered agile methodologies to ensure development tasks were completed within two week sprints and aligned with the project timeline.
- Frequently met with offshore developers to communicate technical designs and discuss ticket status and roadblocks.
- Lead the design and build of a CTI solution for a call center.

Huron

Junior Salesforce Developer | August '15 - July '17

- Designed scalable and efficient cloud based applications on the Salesforce platform for small/medium sized clients in various industries.
- Full stack developer building backend and frontend applications on the Salesforce platform and integrating with external applications via REST API and web services.