Kimberly O'Neill

856-685-0836 | kimberlyo3113@gmail.com | Philadelphia, PA (open to relocate)

Professional Experience:

Reliance Matrix
June 2025 - Current

Salesforce Developer/Analyst Sr.

- Led the full transition from Salesforce Change Sets to a CI/CD pipeline, designing custom Azure DevOps YAML workflows that automated deployments across dev, QA, UAT, and production, enabling faster and safer releases
- Built and maintained Git-based branching and release strategies, training developers on modern version control practices, reducing deployment errors and manual effort
- Engineered a major performance optimization for a document download application, reducing runtime from several hours to ~40 minutes through batch processing, API optimization, and query tuning
- Collaborated on Salesforce–Ushur integration, aligning data models, automating workflows, and designing scalable APIs for customer communications and case management
- Championed DevOps best practices and reusable pipeline templates, ensuring scalable deployment architecture for future development

Macquarie
Aug 2021 - June 2025

Senior Associate

- Designed and implemented a Python-based data integration pipeline to import product data into Salesforce, eliminating 30+ hours of manual work monthly while maintaining data integrity across multiple environments
- Developed robust Apex classes, triggers, and Lightning Web Components (LWC), delivering scalable, high-performance solutions across Sales and Service functions
- Directed production support for six Salesforce instances, diagnosing and resolving high-priority issues within a six-hour turnaround, minimizing downtime and maintaining business continuity
- Managed and optimized CI/CD processes, overseeing sprint-end releases and ensuring smooth deployments through automated pipelines and Git-based version control practices
- Administered multiple Salesforce orgs, including user management, permission sets, security configuration, validation rules, and Flow automation, ensuring system integrity and compliance with internal controls.
- Maintained detailed documentation for custom code, production support processes, and onboarding new team members, enabling knowledge transfer and team efficiency

Shippensburg University Housing and Residence Life
Aug 2019 – May 2021

Resident Assistant

- Advocated for resident needs and implemented improvements, developing leadership, communication, and conflict resolution skills
- Performed administrative duties such as budgeting, maintenance requests and incident reports
- Participated in ongoing training and development programs to enhance leadership, communication, and conflict resolution skills
- Acted as a first responder during emergency situations to support students

Shippensburg University Ruby on Rails Development Team
Oct 2017 – May 2018

Apprentice Developer

- Showcased ability to work effectively as part of a development team and contribute to a collaborative work environment
- Engaged in code reviews with senior developers, providing and incorporating feedback for code improvements.
- Contributed to the development of new features and functionality, ensuring they met project requirements and were delivered on schedule

Education:

Bachelor of Science in Software Engineering, May 2021
Minor: Criminal Justice
Shippensburg University, Shippensburg, PA
ABET Accreditation

Technical Skills:

Python | Salesforce | SQL | Ruby | Java | JavaScript | HTML | Apex | Object-Oriented Programming | Agile Development | Git | CI/CD | DevOps | Cloud-based Architectures | API Integration | Lightning Web Components