Mr. Artsiom Zhyrkevich
Salesforce Engineer (Senior / Tech Lead)
11.12.1995

Profile
Senior Salesforce Engineer with 7+ years of experience in designing and implementing complex enterprise solutions and integrations across Salesforce clouds, MuleSoft, and Tableau. Specializes in developing scalable solutions using microservices architecture and advanced system integration techniques. Strong technical expertise in Python and Salesforce, with a proven track record in leading technical teams and delivering high-impact projects.

Professional Certifications
04/2023 – Marketing Cloud Email Specialist, Salesforce
07/2022 – Tableau Desktop Specialist, Tableau Software, LLC
01/2022 – MuleSoft Certified Developer - Level 1, MuleSoft
07/2020 – Salesforce Certified JavaScript Developer I
03/2020 – Salesforce Certified Platform Developer I

Technical Expertise
Salesforce Development:
- Core: **Apex, Lightning Web Components (LWC), Aura, Visualforce, SOQL/SOSL**
- Integration**: REST/SOAP APIs, Platform Events, MuleSoft, Marketing Cloud**
- Architecture**: Design Patterns, Security & Sharing Model, SFDX, Custom Metadata Types**
- Analytics**: Tableau CRM, Reports & Dashboards**
Additional Technologies:
- Languages**: Python, JavaScript, PHP, C#, Bash**
- Frameworks**: FastAPI, Celery, Django**
- Cloud & Infrastructure**: Docker, AWS, Heroku**
- Web**: HTML5, CSS3, SCSS, jQuery**
- DevOps**: Git, Jenkins, CI/CD**
- Databases**: MySQL, PostgreSQL, MSSQL, Redis**
- Monitoring**: Elasticsearch, Kibana, Grafana**

Education
2016 – 2020 Belarusian State University of Informatics and Radioelectronics. Bachelor's in Software Engineering
2011 – 2015 Minsk College of Entrepreneurship. Software Technician

Work Experience

2020 – Present | InCountry | Tech Lead
 # Project: Development of an enterprise-grade migration service enabling seamless data transfer between Salesforce organizations for corporate clients.
Responsibilities:
- Designed and implemented a migration service using Python, FastAPI, and Docker, ensuring efficient data transfer between Salesforce organizations.
- Architected a scalable microservice infrastructure utilizing Celery for distributed task processing, Elasticsearch and Kibana for comprehensive monitoring, and Redis for caching.
- Developed robust error handling, automatic retry mechanisms, and parallel processing capabilities to maintain data integrity.
- Applied validation frameworks and automated testing to ensure reliability and accuracy of data transformations.
Stack: Python, FastAPI, Docker, Celery, Elasticsearch, Kibana, Redis.

Agentforce agent. Designed and implemented modular, secure actions enabling an AI agent to communicate with external systems such as APIs and enterprise applications. Enabled automation of real-world tasks by building reliable, reusable integrations for seamless cross-platform interaction.

Tableau Integration. Project: Developed integrations between Salesforce, Tableau, and an external system to enhance data accessibility and visualization.
Responsibilities:
- Created a Python script using Tableau Hyper API to receive data from an external system, generate an output file (.hyper), and publish it to Tableau.
- Developed a Python script to receive records from Salesforce, replacing specified fields with data from the external system.
- Built a JavaScript connector that retrieves data from an external system and loads it into a table using the provided interface.
Stack: Python, Tableau Hyper API, JavaScript, Heroku.

Marketing Cloud. Activities Related to Marketing Cloud:
- Analyzed the success of past marketing campaigns, providing optimization recommendations.
- Configured and implemented Marketing Cloud, including automation and AMPscript coding.
- Conducted campaign testing for content accuracy, functionality, and display compliance using Litmus and checklists.
Stack: Salesforce Marketing Cloud, AMPscript, Litmus.

Communication Interface with External System
Project: Developed a Lightning Web Component (LWC) interface to securely communicate with an external system, respecting Salesforce permissions and custom permissions.
Responsibilities:
- Managed custom objects to store permissions and configuration data.
- Developed JavaScript interfaces, including factories, services, and other components for interaction.
- Created Apex services and controllers to validate permissions and developed a JWT generator for secure authorization in the external system.
- Produced UML diagrams.
- Wrote detailed technical documentation.
Stack: LWC, Apex, JavaScript, JWT.

Data Residency Solution. Project: Implemented a solution to prevent the storage of personal information in Salesforce, ensuring sensitive data is stored securely on the client's servers.
Responsibilities:
- Worked with system integrations involving SOAP/REST Web Services to enable secure data exchange between Salesforce and other services.
- Created reports and dashboards to visualize and track data residency compliance.
- Developed custom components using LWC, Aura, and Visualforce to manage data processes securely.
- Created package versions to streamline deployment and ensure consistency across environments.
- Authored comprehensive technical documentation to support future development and maintenance.
- Produced UML diagrams to illustrate data flows and integration points for the data residency solution.
- Conducted technical interviews to expand the team's expertise and ensure project alignment.
- Served as a partial team lead, coordinating tasks and ensuring successful project execution.
Stack: LWC, Aura, Visualforce, SOAP/REST APIs.

07/2017 – Present | TechInLab | Senior Salesforce Developer
Data Migration from an External System Project
Project: Developed an interface for data migration, enabling import by specific criteria and validations.
Responsibilities:
- Built a batchable interface to process large volumes of records and a web service for specific use cases.
- Stored external system credentials using Name Credentials.
- Created validation rules for data integrity.
Stack: Salesforce, Batchable Interface, Name Credentials.

 # Knowledge Database Project. Project: Created a new community to centralize company information and existing documents, providing easy access and search capabilities for users.
Responsibilities:
- Developed community pages tailored to meet customer requirements.
- Built components in Aura to display basic information about articles, documents, and navigation elements.
- Developed a search component to retrieve information from an external search system, Algolia, enabling users to view specific articles within the community.
- Integrated with the Algolia API for efficient and accurate search functionality.
- Stored external system credentials securely in custom metadata types.
- Used custom settings to manage community and search customizations.

Stack: Aura, Algolia API, Custom Metadata.

 # Donations System Project. Project: Developed a secure donations management system to store and process donation information with controlled access.
Responsibilities:
- Created new objects to store information about donations and related persons.
- Developed triggers to dynamically attach information to existing persons and accumulate related information.
- Developed batch processes to recalculate total donation information or calculate new donation scenarios.
- Configured private sharing settings in Organization-Wide Defaults (OWD) for handling sensitive donation data.
- Set up a role hierarchy to allow higher-level managers access to donation records.
- Analyzed client needs and configured a custom Sharing model.
- Worked with Schedule, Batch, and Triggers for process automation.
- Developed Aura components for quick actions.

Stack: Salesforce, Batch, Triggers, Role Hierarchy.

2015 – 2020 | WebCity | Software Developer
 # Heat Exchanger Selection App. Project: Developed a desktop application to assist users in selecting heat exchangers based on specified requirements.
Responsibilities:
- Designed and implemented the application in C#, enabling users to input detailed requirements through various forms.
- Configured the application to search for heat exchanger options using a predefined map, matching user specifications.
- Integrated a PDF generation library to allow users to export selected configurations as a PDF document.
- Utilized JSON for storing and managing configuration data, ensuring flexible and structured data handling.

Stack: C#, JSON, PDF Generation Library.

 # Development and Maintenance of Websites and CRM Systems
Project: Development and maintenance of websites on various CMS platforms and configuration of CRM systems to streamline business operations for multiple clients.
Responsibilities:
- Developed new websites on platforms such as Bitrix and MODX, ensuring functionality and user experience met client specifications.
- Provided maintenance and updates for existing projects on CMS platforms.
- Configured CRM systems such as Bitrix24, BPM Online, and Sugar CRM to support client-specific workflows and enhance data management capabilities.
- Set up and managed servers on Apache and Nginx, including configuration for handling specific requests.
- Created and maintained Bash scripts for asynchronous tasks, enabling VPN connections, and other automation needs through SSH.
- Collaborated with MySQL and MSSQL databases for data management and retrieval.
- Wrote code using PHP, JavaScript, CSS, SCSS, and HTML for enhanced website functionality and user interface.

- Created UML diagrams to document and communicate system architectures.

Stack: Bitrix, MODX, Drupal, WordPress, Bitrix24, BPM Online, Sugar CRM, Apache, Nginx, MySQL, MSSQL, Bash, PHP, JavaScript, CSS, SCSS, HTML.

Android and Desktop Applications.
Android App to Help Parents Track Their Kids' Location. Developed an Android app to allow parents to monitor the location of their children's devices.

Responsibilities:
- Developed two versions of the app: a parent app to link and track child devices, and a child app to gather and transmit geolocation data.
- Utilized Android Studio for mobile app development and designed both applications using Java.
- Developed a desktop application and a web service in C# to complement the Android app functionality.

Stack: Android Studio, Java, C#.

SEO Position Tracking Application.
Built a multi-platform application to track the SEO rankings of websites across search engines like Google and Yandex.

Responsibilities:
- Developed desktop, mobile, and server applications to add, track, and display SEO rankings for websites.
- Implemented Google and Yandex API integrations for data retrieval and ranking updates.
- Developed the mobile app on Android Studio in Java, while the desktop and service components were created in C#.
- Stored and managed data in a MySQL database, enabling efficient access and retrieval of SEO metrics.

Stack: Android Studio, Java, C#, Google API, Yandex API, MySQL.