**Denzel Harris**

**Sr. Salesforce Developer**

Professional sUMMARY

With more than 9 years of Salesforce experience, I have a long career in Apex development and administration including but not limited to creating custom Objects, fields, custom Tabs and used Apex Triggers, Apex Classes, Force.com API, Standard Controllers, custom Controllers and custom Controller Extensions for custom implementations. Designed junction objects and various advanced fields like Picklist, Controller/dependent picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, Sharing Rules and Approval Process for Email alerts, field updates as per application requirements. Developed Visualforce pages, Visual Flows, Process Builder, Lightning (Aura) Components, LWC (Lightning Web Component), Web Services (SOAP/REST) for various business requirements. Experienced in building Custom Applications that includes administration, configuration, implementing and support experiences with Salesforce.com platform. Understanding of Org-Wide defaults, hierarchies, Roles, Profiles, Users, object/field level security and sharing rules. Experienced working with change sets and Force.com Migration tool to deploy metadata into UAT and Production. Well versed with tools like Apex Data Loader, Visual Studio Code, Developer Console.

### SKILLS & ABILITIES

• Salesforce Technologies – Sales Cloud, Service Cloud, Community Cloud, etc. with the Apex Language, Visualforce Markup and JavaScript

• Integrations with Web Services, External Objects and ODATA.

• Salesforce.com Platform, Workbench, Force.com Tools, VS Code

• Reports, Dashboards, Custom Objects

• Visualforce (Pages, Components & Controllers), Lightening Components (Aura Components), Lightening Web Components (LWC), SOSL, SOQL

• Build Automation Tools, Force.com Explorer

• Salesforce Data Loader, Bulk API, REST API, SOAP API

• Workflows and Approvals

• Lightning Platform/Force.com Platform (Sandbox & Production

### experience

#### sr. Salesforce Developer – Capital one

Richmond, VA November 2020 – Present

* Utilized changesets to move revisions from dev sandbox org to test sandbox and production
* Created triggers that would send out created email templates whenever an assessment is started
* Verified various fields on the front end with validation rules and on the back end using custom code in Aura components
* Updated various test classes to ensure adequate code coverage and tested new features that were constantly added to existing applications
* Suggested modifications and implemented changes to the existing assessments page layouts and custom LWC that would recategorize the various fields to better align with the business process and improve efficiency.
* Worked with external teams that used APIs to import and export data from Salesforce to external applications
* Created a feature on custom LWC components that allowed existing assessments to be cloned and filled out for the upcoming year

#### sr. Salesforce Developer – Fisher & Paykel

Costa Mesa, CA Mar 2018 - November 2020

* Implemented Service and Community Clouds to move from product-focused support and selling to customer-centric experience model with complex automation of business processes (Cases and custom objects) and escalations which resulted in improved customer satisfaction scores going from 30% to 80%.
* Assisted sales in developing prototypes as well as managing and completing system configurations and development for Sales Cloud and Marketing Cloud on the Customer 360 cPlatform.
* SFDC development and implementation using Apex programming, Visualforce, Lightning Components (LWC and Aura), Web services (SOAP with XML, REST with JSON and XML)
* Configuring standard and custom objects and fields including validation rules, formulas, record types and page layouts.
* Integrated Sales Cloud with Marketing Cloud utilizing Marketing Cloud Connect.
* Worked on Salesforce User Experience, and Technical Design documentation and implementation.
* Increased efficiency by creating custom training system on Salesforce utilizing a combination of Visualforce (VF) pages using SLDS (Salesforce Lightning Design System), Aura Components and LWC components and Lightning Flows which reduced training time from 9 months to less than one month per operator.

#### Sr. Salesforce Developer – Sysco

Houston, TX Jul 2016 – Mar 2018

* Added features and enhancements to Sysco360, a custom app, used by over 8,000 sales reps on their personal devices to see customer information, upsell, cross-sell and communicate using Chatter with almost 50,000 employees.
* Migrated Visualforce Pages to Lightning Experience using
  + Salesforce Lightning Design System CSS, SLDS, applied to Visualforce pages to make them look like Lightning
  + Created Lightning Components, now known as aura components, to replace Visualforce pages and make them more mobile friendly.
* Utilized integrations with SAP to help reps identify value-add selling based on their order history, industry and clients’ needs.
* Implemented Lightning Out in Visualforce and Sysco360 mobile app.
* Created Apex controllers utilizing @AuraEnabled methods for use in Lightning Components and sanitized parameters to protect against SOQL and SOSL injection.

#### Salesforce Developer – Papa Murphy’s

Vancouver, WA Dec 2014 – Jul 2016

* Setup and configured Community Cloud and created Pathway, an internal Community for the internal teams and franchisees to communicate and get critical information and automate processes.
* Replaced many spreadsheets and migrated the data into Salesforce Objects and setup security model to give access to relevant internal and community users to ensure data consistency and accuracy.
* Created automation processes, tasks, activities, documents, checklists, etc. to track each step of launching stores including location planning, licensing, legal, regulatory, financials, store opening, etc.
* Setup FAQs and Knowledge Articles and templates, reference guides, related tasks, etc.
* Created reports and dashboards for internal and community use and task views, alerts and more.
* Created custom Visualforce pages and Apex controllers to show multiple unrelated objects in a streamlined view.
* Created email templates and automations in case critical tasks are overdue or threaten store opening.
* Improved Sales Cloud and sales processes with Lead Queues, assignments, key metric tracking, opportunities, integrations with 3rd party data providers to improve lead data quality and conversions.

#### Salesforce Developer / Salesforce Administrator – Zero Motocycles

Scotts Valley, CA Sep 2013 – Dec 2014

* Worked with a Salesforce Partner to design, design and implement a system to replace three separate software systems in which one handled sales, another customer service and the third, marketing.
* Configured and implemented Salesforce Partner Community for Dealers and Corporate Staff to communicate effectively, access inventories and automate various business processes.
* Automated Sales Cloud and Community Cloud to send registration data automatically upon sale completion which replaced the manual fax and mail-in warranty registration process for Dealers and employees.
* Created triggers and handlers that created related records for warranty registrations, entitlements and SLAs automatically based on Sale type and other information submitted with the purchases.
* Worked with the development to integrate vehicle firmware, service and diagnostic data with Salesforce Service cloud to streamline diagnostics and support process through the Zero App utilized Apex REST web services called from the custom app which reduced support tickets by 25% and increased emergency service response time by 50%.
* Created Visualforce Pages and utilized JavaScript Remoting to perform asynchronous callouts to validate form information and populate related fields as it was being filled out and submitted.

#### Salesforce Developer/admin - Merrow Sewing Machine Company

Fall River, MA Sep 2011 – Sep 2013

* Initially started as a software developer working on software updates to in-house systems and developing features to existing applications using C++, C#, Java, HTML, CSS and JavaScript
* Learned Salesforce Administration and Development on the job as it was a new platform being trialed to replace spreadsheets and existing systems which was eventually rolled out company wide.
* Setup Profiles, Roles, Org-Wide Defaults, Sharing Rules, and Permission Sets for all users.
* Created custom Objects, Fields, Page Layouts, Workflow Rules, Record Types, Picklists, etc.
* Imported data using Data Loader from CSV files after exporting from other systems and formatting to support Salesforce Data Types and field limits.
* Configured the Salesforce Mobile App Experience and started developing Visualforce pages.
* Duplicated existing metadata and org configuration and customized it for WoolPRO, a startup by Merrow, which was used to manage go-to-market, products and brand ambassadors.