

Andrii N.

Senior Senior Salesforce Engineer/Technical Lead

SUMMARY

- 7+ years of Salesforce engineering experience across Healthcare, Pharma, E-commerce, and other enterprise projects.
- Experienced in Apex, LWC, Aura, Flows, REST APIs, Platform Events, and Salesforce security using Profiles, Permission Sets, Sharing Rules, and Custom Permissions.
- Built integrations with MuleSoft, Salesforce REST APIs, Node.js, and event-driven solutions.
- Experience with Service Cloud, Sales Cloud, Health Cloud, Experience Cloud, and Salesforce Order Management.
- Led code reviews, releases, technical delivery, and Salesforce development teams using SFDX and Azure DevOps.
- Salesforce Platform Developer I & II, Platform App Builder, and Administrator certified.

TECHNICAL SKILLS

Main Technical Skills	Salesforce, Salesforce Apex
Programming Languages	JavaScript, Python, TypeScript
Wordpress Ecosystem	ACF (Advanced Custom Fields)
AI & Machine Learning	AI, ChatBot, LLM, Prompt Engineering
Salesforce Ecosystem	Batch Apex, Sales Cloud, Salesforce, Salesforce Apex, Salesforce APIs, Salesforce Commerce Cloud, Salesforce LWC, SFDC, SFDX, Visualforce
Java Libraries and Tools	Java EE
JavaScript Frameworks	Node.js
JavaScript Libraries and Tools	NPM, p5.js
PHP Frameworks	Symfony, Zend
Security	Auth, AWS Security Groups, Privileged Identity Management (PIM), Sentinel (Microsoft Sentinel)
Databases & Management Systems / ORM	Aura, MS SQL Server Management Studio, RDBMS
UI Frameworks, Libraries, and Browsers	Chrome Extensions, CSS, HTML, UI
Cloud Platforms, Services & Computing	GCP, Heroku, Salesforce Commerce Cloud

Amazon Web Services	AWS Security Groups
Azure Cloud Services	Azure DevOps
Platforms	Adyen, CRM, Magento 1, Salesforce
SDK / API and Integrations	API, Mulesoft, RESTful API, Salesforce APIs, SOAP API
Collaboration, Task & Issue Tracking	Atlassian Confluence, Jira
Deployment, CI/CD & Administration	CI/CD
Third Party Tools / IDEs / SDK / Services	Excel
UI/UX/Wireframing	Figma
Version Control	Git, SVN
Mail / Network Protocols / Data transfer	HTTP, WebSockets
iOS Libraries and Tools	MDM
Soft Skills	Mentor Aptitude
QA, Test Automation, Security	Postman, QA
Web/App Servers, Middleware	PWA
Methodologies, Paradigms and Patterns	REST, SDLC
Logging and Monitoring	SIP
Other Technical Skills	Builder, Cloud Flows, Conversational AI, Data Integration, Data Model, Gearset, Google PageSpeed Insights, HANA Roles, IQVIA, OneTrust, OpenCTI, Salesforce Platform, Sandbox, Service Cloud, SME, Sprint, Validation Rules, Web App

WORK EXPERIENCE

Senior Salesforce Engineer, RocketPhone.ai (AI-Powered Telephony & Agentforce Platform)

Duration: Feb. 2026 - Present

Summary: Development and R&D of a conversational AI telephony platform integrating Salesforce AI (Agentforce, Prompt Builder) and Service Cloud Voice (SCV) ecosystem. The project aims to modernize telephony with token-efficient AI architectures and real-time call transcription and analysis.



Responsibilities:

- Led R&D and end-to-end implementation of Salesforce AI and SCV ecosystem.
- Designed and developed features showcased at Agentforce World Tour.
- Integrated custom SIP libraries and SCV Extensions for real-time data streaming.
- Developed Agentforce for Employees solution with optimized LWC components.
- Built a rich-UI LWC Briefing Dashboard with actionable insights and sentiment tracking.
- Leveraged Salesforce Prompt Builder for AI prompt orchestration to reduce third-party LLM token costs.
- Created event-driven real-time AI processing layer for active call transcript evaluation.

Technologies: Salesforce AI (Agentforce, Prompt Builder), Service Cloud Voice (SCV), SCV Extensions, OpenCTI, SIP, WebSockets, LWC, Apex, REST APIs.

Tech Lead Salesforce, EPAM (Pharma/Health Cloud CRM Migration for Novo Nordisk)

Duration: Jul. 2025 – Present

Summary: Led a Salesforce Health Cloud CRM migration project for Novo Nordisk, transitioning patient and lead processing from IQVIA Salesforce org to Novo Nordisk's Salesforce ecosystem with a future move to Salesforce Life Sciences. The project focused on improving data security, standardizing processes, and integrating multiple systems.

Responsibilities:

- Technical leadership across discovery, security, sprint delivery, and releases.
- Analyzed existing IQVIA Salesforce org and defined migration strategy.
- Built and managed a development team of 3 Salesforce developers and 2 QA engineers.
- Implemented healthcare-grade security using Salesforce Shield and profile-based access governance.
- Developed core Health Cloud architecture using Person Accounts and Experience Cloud flows.
- Delivered integrations with MuleSoft and Salesforce APIs for lead ingestion and event-driven processing.
- Reduced migration rework by decoupling logic from Record Types using Custom Metadata.
- Implemented nuanced data visibility with Sharing Rules, FlexiPage component visibility, and Custom Permissions.
- Managed code quality, reviews, deployments, and release management using SFDX and Azure DevOps.
- Designed and developed an AI Action Items framework using 2GP Managed Packages.
- Exposed Agentforce via REST APIs for integration with RocketPhone's mobile app.
- Acted as SME for Salesforce AI and SCV, translating AI mockups into production-ready LWC components.

Technologies: Health Cloud, Sales Cloud, Service Cloud, Experience Cloud, Salesforce Shield (Platform Encryption), MuleSoft, Salesforce APIs (REST), Platform Events, Flows, Apex (Batch/Scheduler), LWC, Person Accounts, Sharing Rules, Custom Permissions, Duplicate/Consent/Territory Management, SFDX, Azure DevOps, Agentforce, Prompt Builder, Service Cloud Voice (SCV), SCV Extensions, OpenCTI, SIP, WebSockets, 2GP Packaging.



Lead Salesforce Engineer, Viseven (Pharma CRM/Medical HCP Interactions & Events)

Duration: Feb. 2022 - Jul. 2025

Summary: Led delivery of a pharmaceutical CRM platform supporting healthcare professional interactions and events. The project involved managing a large distributed team, standardizing engineering practices, and delivering multiple high-impact features across Salesforce orgs for 55 countries.

Responsibilities:

- Led a team of 4-8 Salesforce developers and ~4 QA engineers, mentoring and enforcing engineering standards.
- Defined technical direction, solution design, estimation, and risk analysis.
- Standardized delivery practices including code reviews and communication protocols.
- Implemented Hippo access control via custom Apex sharing within governor limits.
- Refactored cross-org synchronization across 5 Salesforce orgs for 55 countries using Apex Batch and REST.
- Delivered event-driven internal chat using LWC and Platform Events.
- Extended MuleSoft sync for Amgen integration.
- Developed questionnaire UI and mobile contracts for Arise.
- Replaced legacy Visualforce with LWC app and advanced Excel export functionality.

Technologies: Sales Cloud, Service Cloud, Salesforce (Apex, LWC, Flows, Platform Events, Batch Apex, REST API, Apex Sharing), MuleSoft, Connected Apps, Named Credentials, Auth Providers, Excel export (excel.js), Confluence.

Salesforce Engineer, Speroteck (E-commerce/Order Management & Payments via SFCC + Salesforce SOM)

Duration: Jul. 2021 - Feb. 2022

Summary: Implemented backend logic for Salesforce Order Management (SOM) integrated with Salesforce Commerce Cloud (SFCC) to manage order lifecycle from checkout to fulfillment, including payment processing and reconciliation.

Responsibilities:

- Developed SOM backend logic covering order lifecycle automation.
- Built Apex and Flow automations and validation rules to stabilize order processing.
- Configured and supported Adyen payment and refund processes.
- Ensured reliable SFCC to Salesforce connectivity via REST integrations.
- Delivered scheduled batch processing for nightly order status reconciliation.
- Optimized batch execution for high-volume data processing within governor limits.
- Troubleshoot synchronization issues between SOM and payment states.
- Collaborated with e-commerce, payments, and Salesforce stakeholders to align backend behavior.

Technologies: Salesforce SOM, Apex, Flow, REST APIs, Batch Apex/Scheduler, Adyen.

Salesforce Engineer, IBVCloud (Consumer Warranty Claims Platform / PWA + Chatbot; Heroku Web App)

Duration: May 2020 - Jul. 2021

Summary: Delivered major modules for a consumer warranty claims platform including a Progressive Web App (PWA), chatbot, and Heroku web application integrated with



Salesforce. The project aimed to streamline claim intake, fault identification, and service scheduling.

Responsibilities:

- Developed UI and backend modules including QURE, PWA, and Chatbot.
- Built Heroku web app using LWC connected to Salesforce via Node.js API layer.
- Implemented HTTP-based Node.js to Salesforce REST integrations for claim workflows.
- Integrated iframe datepicker for real-time address and time-slot validation.
- Maintained Salesforce data model and backend logic for warranty and claim workflows.
- Managed deployments for Heroku and Salesforce code using Git-based promotion.
- Delivered Taxi Driver Registration Portal for self-service onboarding.
- Mentored a Trainee through guided implementation and code reviews.

Technologies: Sales Cloud, Service Cloud, Experience Cloud, Salesforce, Apex, LWC (npm), Salesforce REST API, Node.js, Heroku, HTTP integrations, Git-based deployments.

Salesforce Engineer, CustomerTimes Corp. (Healthcare / Scheduling + IQVIA Data Integration)

Duration: May 2019 - Apr. 2020

Summary: Delivered UI and backend enhancements for physician and patient scheduling workflows within a healthcare Salesforce org, integrating IQVIA data flows to support operational execution.

Responsibilities:

- Developed Aura and LWC task planner for physicians to structure daily work.
- Implemented LWC logic to link entities and create required records.
- Supported technical analysis and translated requirements into Salesforce solutions.
- Worked within controlled promotion flow with Team Lead reviews.
- Configured access controls including permission sets, roles, and profiles aligned to healthcare needs.
- Collaborated with team to align UI behavior, backend logic, and access governance.
- Ensured compatibility with IQVIA-related data integration landscape.

Technologies: Salesforce, Apex, Aura, LWC, Permission Sets, Roles/Profiles, Sandbox environments.

EDUCATION

- **Master's degree, Electrical Networks and Systems**
National Technical University
2012 - 2018

CERTIFICATION

- **Salesforce Platform Developer I**
- **Salesforce Platform Developer II**
- **Salesforce Platform App Builder**
- **Salesforce Administrator**



• IQVIA Certified Associate - OneKey: SFDC Connector

