

KATHLEEN SCOTT

Salesforce Developer

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PROFILE

Salesforce Developer with 6 years building custom Apex, Lightning Web Components, and integration layers across Sales Cloud and Service Cloud. Lead developer on a Service Cloud rebuild that cut case handling time by 37% and supported a \$4.7M renewal pipeline. Comfortable owning code reviews, deployment pipelines, and partnering with admins on declarative-first design.

KEY SKILLS

- Apex (triggers, batch, queueable, scheduled)
- Lightning Web Components, Aura
- SOQL/SOSL, Salesforce Data Model
- REST/SOAP integrations, Platform Events
- Flow, Process Builder migration
- Copado, SFDX, Git
- Service Cloud, Sales Cloud, Experience Cloud
- Apex test patterns, PMD, SonarQube
- Named credentials, OAuth 2.0
- Agile/Scrum, Jira

PROFESSIONAL EXPERIENCE

Senior Salesforce Developer

Hatcham Logistics, Raleigh, NC | 2022 - Present

- Lead developer for Service Cloud rebuild covering 380 agents across 3 contact centers; cut average case handling from 14 to 8.8 minutes
- Designed Apex-based integration with NetSuite using Platform Events and named credentials, replacing a brittle nightly batch that had failed roughly twice a month
- Built 22 Lightning Web Components for the agent console, including a custom timeline that consolidated 5 related-list tabs into one scrollable view
- Run quarterly Apex code reviews with 4 contractor developers; introduced a PMD ruleset that dropped critical violations to near zero before merge
- Mentor two junior devs on test class patterns and bulk-safe triggers; both earned Platform Developer I within their first year

Salesforce Developer

Brightline Outdoor Co., Durham, NC | 2019 - 2022

- Built quoting flow in Apex and Flow that replaced a 14-step manual process used by 60+ inside sales reps
- Developed REST integration with a custom ERP, processing about 9,000 order updates per day with retry logic and dead-letter queue
- Owned monthly release train across 3 sandboxes using Copado; deployments moved from Friday-night-only to mid-week with rollback playbook
- Partnered with admin team to refactor 12 legacy process builders into 4 record-triggered flows, removing recursive save loops

EDUCATION

B.S. Computer Science, North Carolina State University, 2019

Salesforce Certifications: Platform Developer I, Platform Developer II, Sharing and Visibility Designer