



# Vlad KHRAPSKI

TECH LEAD  
ARCHITECT  
CONSULTANT  
SALESFORCE

## LANGUAGES

Russian - Native  
English - C1  
Polish - A2

## INDUSTRIES

Hospitality, FinTech,  
Insurance, Logistics, IT,  
Foodservice, Luxury Good

## EDUCATION

Bachelor's degree in  
Information Technology

+48 500 898 628

vkhrapski@gmail.com

vkhrapski

Warsaw, Poland

## ABOUT

Since the Salesforce Classic era, I've been building digital ecosystems by leveraging existing tools and creating new ones.

### Achievements:

- 20+ projects delivered
- Experience in leading large teams (10+ members)
- Working experience within large programs (100+ participants)

## EXPERTISE

### Programming Languages

Apex, JavaScript, Typescript, Java, Python

### Salesforce Platform

- LWC, Aura, Visualforce
- Triggers, Batch Jobs, Queueable, Platform Events, Change Data Capture, Salesforce Connect, OData, Heroku Connect, custom settings, custom metadata, flows,
- Omni-channel, permission sets, dynamic forms, approval processes, assignment rules, queues, connected apps
- Einstein Next Best Action, Agentforce
- Salesforce CLI, Packages (1GP, 2GP), DevOps Center, DX@Scale

### Salesforce Products

Sales Cloud, Service Cloud, B2B Commerce Cloud, Experience Cloud, CPQ, Revenue Cloud, CRM Analytics, Outlook Integration

### Protocols

HTTP, REST, SOAP, GraphQL, gRPC

### Frontend

AngularJS, Vue.js, React, Material UI, Bootstrap

### Backend

Node.js, Express.js, Spring Boot

### Databases

PostgreSQL, Redis, MongoDB



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## EXPERTISE

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### Source control systems

Git, GitLab, GitHub, Bitbucket

### DevOps

GitHub Actions, GitLab CI/CD, Gearsset, Bamboo, Jenkins, Terraform

### Cloud

AWS (EC2, S3, Lambda, RDS, CloudWatch, IAM)  
GCP (Compute Engine, Storage)

### Products

Power BI, Auth0, Slack, PandaDoc

## CERTIFICATES

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- Salesforce Integration Architect
- Salesforce Tableau CRM and Einstein Discovery Consultant
- Salesforce Development Lifecycle and Deployment Architect
- Salesforce Platform Developer II
- Salesforce Platform Developer I
- Salesforce Platform App Builder
- Salesforce Administrator
- Salesforce Certified AI Associate
- Salesforce Certified Associate
- Leadership Program (Unied Solutions)



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## KEY PROJECTS

### MERCHANT EXPRESS

Nov 2023 - Mar 2024

**Industry:** FinTech

**Description:** Merchant Express app provides individual exchange rates for B2B merchants who accept multi-currency payments

**Goals:** release the app on AppExchange

**Team:** Product Owner, Scrum Master, Business Analyst, Salesforce Architect, Salesforce Engineers - 4, QA - 2

**Roles:** Lead Salesforce Engineer, Solution Architect

**Responsibilities:** estimate features, code reviews, create tech designs, development, and mentoring for Java developers who switched to Salesforce.

**Stack:**

- Programmatic tools: LWC, Apex, triggers, batch jobs
- External systems: Payment Gateway API
- CI/CD: GitHub Actions, DX@Scale, 2GP
- Salesforce Clouds: B2B Commerce Cloud, Revenue Cloud, CPQ, Experience Cloud

**Achievements:**

- Submitted the app for a security review.
- Created the design of the payment process for B2B Commerce Cloud.



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## KEY PROJECTS

### UNDERWRITER JOURNEY

May 2022 - Nov 2023

**Industry:** Insurance

**Goals:** simplify insurance policy creation, provide full picture of the sales process

**Team:** Product Owner, Business Analyst - 2, Salesforce Engineer - 2, Salesforce Consultant

**Roles:** Lead Salesforce Engineer, Solution Architect

**Responsibilities:** gather requirements, create timelines, estimate features, sprint planning, create architecture & design, development, code reviews, mentor team members, release management, and create user and config guides.

#### Stack:

- Programmatic tools: Apex, triggers, batch jobs, sfdx
- Declarative tools: Salesforce Connect, Outlook Integration, Einstein Next Best Action, flows, quick actions, dynamic forms, approval processes, assignment rules, queues, roles, sharing settings, permission sets, profiles, custom settings, custom metadata, data loader
- Salesforce Clouds: Sales Cloud, Service Cloud
- External systems: Power BI

#### Achievements:

- For the deal analysis process replaced the traditional use of emails with Salesforce.
- Maintained a low defect percentage for completed issues.



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## KEY PROJECTS

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### MEETINGS

May 2021 - Apr 2022

**Industry:** Healthcare

**Goals:** improve speakers and attendees selection process.

**Team:** Product Owner, Project Manager, Team Lead, Salesforce Engineers - 5, iOS Engineers - 3, QAs - 3

**Roles:** Team Lead, Solution Architect

### Responsibilities:

Create timelines, estimate features, sprint planning, coordinate Salesforce and iOS, create designs, conduct code reviews, mentor team members, manage releases, and create user and config guides.

### Stack:

- Programmatic tools: LWC, Aura, Jest, Apex, triggers, batches, platform events, sfdx, Jenkins
- Declarative tools: custom metadata, custom setting, validation rules, translations, enterprise territory management, roles
- Packages: 1GP, 2GP, 2GP Extension

### Achievements:

- Established an AI-ready speaker recommendation system.
- Delivered 2 major releases with trivial defects.
- Organized collaboration and process for a team of 14.

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## KEY PROJECTS

### AELIS4

Jun 2019 - Apr 2021

**Industry:** Logistics

**Goals:** create a platform to support customers by providing case creation, online chat, order details, and schedule

**Team:** Product Owner, Project Manager, Solution Architect, Salesforce Engineers - 2

**Roles:** Solution Architect, Lead Salesforce Engineer

**Responsibilities:** gather requirements, create timelines, estimate features, sprint planning, create architecture and designs, development, conduct code reviews, help with QA, manage releases, and create user and config guides.

#### **Stack:**

- Programmatic tools: Apex, triggers, batches, sfdx, outbound integration (Auth0, order management system), LWC, Aura
- Declarative tools: custom settings, custom metadata, change data capture, Salesforce Connect, external objects, omni-channel, Salesforce Chat, flows, Single Sign-On
- Salesforce clouds: Service Cloud, Community Cloud
- External systems: Auth0, Aelis4 API

#### **Achievements:**

- Went from scratch to the support phase of the project.
- Improved customer satisfaction by providing prompt assistance through the support center.



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## KEY PROJECTS

### PROPELLER PLAN

Dec 2019 - May 2020

**Industry:** IT

**Goals:** create a platform for contract management, project management, time-tracking, invoicing

**Team:** Product Owner, Salesforce Engineer

**Roles:** Solution Architect, Salesforce Engineer, Product Owner

**Responsibilities:** document requirements, create a roadmap and timelines, estimate features, create architecture and designs, development, help with QA, manage releases, and collect feedback.

**Stack:**

- Programming tools: Apex, triggers, batches, custom settings, named credentials
- Salesforce Clouds: Sales Cloud
- External systems: Slack

**Achievements:**

- Delivered the platform to manage sales, billing (with automated invoice process), resource management, and project management.
- Simplified time and leave tracking with Slack commands.





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## KEY PROJECTS

### ELEVEN JAMES

Sep 2016 - Feb 2018

**Industry:** Luxury Goods

**Description:** Eleven James is a luxury watch rental company with a subscription-based model.

**Goals:** create back office platform for rentals management.

**Team:** Product Owner, Project Manager, Solution Architect, Salesforce Engineers - 4, QAs - 2

**Roles:** Salesforce Engineer

**Responsibilities:** estimate features, development, conduct code reviews, manage releases, create user and config guides.

#### **Stack:**

- Programmatic tools: Apex, triggers, batches, sfdx, LWC, Aura
- Declarative tools: Change Data Capture, Heroku Connect, omni-channel, flows, custom settings, custom metadata, named credentials
- Salesforce clouds: Service Cloud, Community Cloud
- External systems: Auth0, Eleven James Order Management Platform

#### **Achievements:**

- Delivered back office platform to manage the rental process (sales, delivery, maintenance, product catalog).
- Designed deployment process for the project.
- Mentored 3 junior engineers.





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## SKILLS

Type of skill	Skill	Years of experience
Programming Language	Apex	9
	JavaScript	9
	Typescript	2
	Java	3
	Python	2
Salesforce Platform	LWC	5
	Aura	8
	Visualforce	9
	Triggers	9
	Batch Jobs	9
	Queueable	9
	Platform Events	5
	Change Data Capture	5
	Salesforce Connect	2
	OData	2
	Heroku Connect	1
	Custom Settings	9
	Custom Metadata	9
	Flows	5
	Omni-channel	3
	Permission Sets	9
	Dynamic Forms	2
	Approval Processes	6
	Connected Apps	9
	Einstein Next Best Action	1
	Agentforce	0.5
	Salesforce CLI	7
	Packages (1GP, 2GP)	3
	DevOps Center	1
	DX@Scale	1
Salesforce Product	Sales Cloud	9
	Service Cloud	9
	B2B Commerce Cloud	1
	Experience Cloud	5
	CPQ	3
	Revenue Cloud	1
	CRM Analytics	1
	Outlook Integration	1



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Protocol	HTTP	9
	REST	9
	SOAP	4
	GraphQL	1
	gRPC	0.5
Frontend	AngularJS	3
	Vue.js	1
	React	0.5
	Material UI	1
	Bootstrap	4
Backend	Node.js	2
	Express.js	2
	Spring Boot	0.5
Database	PostgreSQL	2
	Redis	0.5
	MongoDB	1
Source Control System	Cit	9
	CitLab	5
	GitHub	9
	Bitbucket	2
	GitLab	2
DevOps	GitHub Actions	2
	GitLab CI/CD	2
	Gearset	1
	Bamboo	1
	Jenkins	4
Cloud	Terraform	0.5
	AWS EC2	0.5
	AWS S3	2
	AWS Lambda	2
	AWS RDS	0.5
	AWS CloudWatch	1
	AWS IAM	1
	GCP (Compute Engine, Storage)	0.5
	Power BI	2
Product	Auth0	2
	Slack	3
	PandaDoc	0.5
	DocuSign	1