

# Tahsin Zulkarnine

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## Profile

- Certified Cloud Architect: Salesforce (Application), AWS (Solution - Associate)
- Languages: Apex (Skilled), PHP, Java, JavaScript, Flutter/Dart(Proficient), C++, .NET (Prior Experience)

## Experience

**NTT Data Corporation, Burnaby, British Columbia, Canada**

**Dec 2021 - Present**

*Digital Solution Architect, Sr. Advisor*

- Served as the lead technical architect and provided technical leadership for a Salesforce migration project for Universal Oil Product (UOP) subsidiary of Honeywell, a Fortune 500 company to comply with Honeywell GDM standard integrating with 25+ external system and containing 100+ technical resources across 7+ global teams, comprising of architects, product owners, integration specialist, developers, DevOps, QA, data migration and platform specialists, by defining technical landscape, integration roadmap, application lifecycle strategy, technical backlog grooming (with dependency planning), enforcing development best practices and delivering conceptual design documents.
- Architected customer and prospect account management process for UOP, the Honeywell subsidiary integrating Salesforce and SAP CIP300 using a HUB-Spoke model utilizing CRMHUB and MDM and as primary data sources having cleansed and unique customer data based on a golden record model using DUNS number, leveraging Informatica jobs for data synchronization across systems and automating data stewardship process which improved the data quality by ~50%.

**Groundswell Cloud Solutions, Vancouver, British Columbia, Canada**

**Feb 2017 – Nov 2021**

*Sr. Technical Architect*

Oct 2021 - Nov 2021

- Served as the lead architect for a Salesforce implementation of an global consumer and commercial product manufacturer (\$14B revenue) containing 30K+ employees to boost productivity and reduce overhead of HR team by defining reference architecture, environment strategy, data modelling and source to target mapping, security and sharing strategy, source control branching and deployment model utilizing Gearset, led implementation for service cloud features, custom Apex development for HR Forms, and public knowledgebase using Experience Cloud which improved the HR efficiency by 90% (minutes instead of an hour).
- Architected and provided oversight of Mulesoft development for the same global consumer and commercial manufacturer to integrate SAP HCM with Salesforce in order to get HR reference data, HR form validations, employee onboarding and nightly employee updates utilizing system and process API architecture, capturing logs in Splunk and CI/CD to deploy apps in Mulesoft Exchange.

*Technical Architect and Team Lead*

Jan 2020 – Sep 2021

- Provided technical leadership in overall development strategy and process for a global direct selling cosmetics company containing 70+ developers across 7+ global teams, comprising of architects, developers, DevOps, QA and platform specialists, by defining standards and policies in a centralized knowledge base for stakeholders to reference covering developer training, IDE setup, modular repository structure for SFDX deployments, code review from the manual checklist, static code analysis and naming conventions, platform encryption approach to protect PII data utilizing deterministic and probabilistic algorithms in a Salesforce shield.
- Architected the design of Apex Enterprise design pattern framework GSLIB to provide quicker developer onboarding, faster development cycles in the projects, and allow maintainable code by utilizing hybrid separation of concern (SoC) design pattern, overcoming some core limitations of open source financial force library (FFLIB) including toggling triggers and execution control to avoid recursive database updates using point and click configurations, handling mixed DML operations, selector layer filtering, and HTTP request generation and response handling than can readily be consumed by other apex services and UI layer.

- Managed a wing of technical assurance team containing 6 technical architects and technical leads by conducting 1:1s, preparing growth development journeys, collecting and analyzing peer feedbacks and conducting mid-year and annual performance reviews.

#### Technical Lead

Feb 2017 – Dec 2019

- Contributed to the open source Enterprise design pattern framework Financial Force Library (FFLIB) used globally in thousands of Apex development projects by enhancing the default sorting of records considering invalid fields and shield encryption, going through rigorous code reviews and debates with the domain experts.
- Led technical discussions and gained consensus from multiple stakeholders including client architects, Salesforce product architects, Salesforce R&D and the Perf & Scale team for adopting an data visibility and sharing approach for 3.5 million distributors organized in a complex unit and unit tree hierarchy based on 6 major career levels, accurately surfacing their down-line information containing personal, production, earning and commission data in Salesforce Experience Cloud utilizing data sharing rules and account relationship, which reduced ~50% of custom development by conducting experiments, analyzing and estimating the scale of data volume globally in 14 front offices in 5 continents through complex database queries.
- Led and architected a cross-cloud lineage solution to provide visibility to 2.3M distributors of another prominent direct selling nutrition company to their lineage and contact list, having capability of tagging and geolocation in Salesforce platform utilizing fine tuned data modelling, extensive optimization of queries including skinny tables and custom indexes, payload analysis and integration with on premise systems (MDM) using APIs, custom separation-of-concerns Apex code framework and carefully optimized Apex code.

#### Multiple Software Development Positions

Sep 2006 – Jan 2017

#### Education

##### M.Sc. in Computer Science (Software Architecture)

Jun 2010 – Jun 2012

*University of Lethbridge, Alberta, Canada*

##### B.Sc. in Computer Science and Information Technology

Dec 2002 – Aug 2006

*Islamic University of Technology, Dhaka, Bangladesh*

#### Certifications

##### AWS Certified Solution Architect Associate

Sep 2019

##### Salesforce Certified Application Architect

Jul 2019

##### 6x Salesforce Certifications

Jul 2017 – Jul 2019

*Including Data Architecture and Management Designer, Sharing and Visibility Designer, Community Cloud Consultant, Administrator, App Builder and Platform Developer 1*

#### Speaker/Publications

- ["Exploring a new era in the experience cloud data visibility"](#), Cactusforce Conference 2022, Phoenix, AZ, USA.
- ["Pushing boundaries to architect large scale Experience Cloud utilizing the latest data visibility techniques"](#), CactusForce v Virtual Conference, 2021.
- ["Large Scale Community Cloud Implementation with Advanced Sharing and Security"](#), CactusForce Conference 2020, Phoenix, AZ, USA
- ["Design structure of scientific software - a case study"](#), 13th International DSM Conference, 2011, held at Massachusetts Institute of Technology (MIT), USA.
- ["Surfacing collaborated networks in dark web to find illicit and criminal content"](#), Intelligence and Security Informatics (ISI), 2016 IEEE Conference