

Kuan-Yi (Dennis) Liu

Senior Salesforce Developer | 10× SFDC Certified System Architect & Application Architect | IT Tutor

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Summary of Knowledge & Experience

- 5+ years experience in Telecommunications and Transportation/Railroad industry, with a good understanding of ISO 27001/CMMI L3/L4 concepts and Project Management process.
- 7.5+ years experience in Information Technology and Services industry, with a good understanding of CRM/SDLC/UML concepts and Business/System Analysis process.
- 9+ years experience as a Senior IT, with a good understanding of MVC/Design Pattern/OOD concepts and System Design/Cloud Integration/Deployment process.
- 12+ years experience as a Web Developer/Software Engineer, with a good understanding of LAMP/CMS/API/OOP/RDBMS concepts and Software/Web/Database Development process.

CERTIFICATIONS

Superbadge: Advanced Apex Specialist

Salesforce Trailhead Superbadges
[See Certificate](#)



May 2020

Superbadge: Data Integration Specialist

Salesforce Trailhead Superbadges
[See Certificate](#)



February 2020

Salesforce Certified Application Architect

Salesforce
License No# 9387 | [See Certificate](#)



March 2019

Salesforce Certified System Architect

Salesforce
License No# 7665 | [See Certificate](#)



October 2018

Superbadge: Lightning Component Framework Specialist

Salesforce Trailhead Superbadges
[See Certificate](#)



April 2019

Superbadge: Apex Specialist

Salesforce Trailhead Superbadges
[See Certificate](#)



April 2019

Superbadge: Process Automation Specialist

Salesforce Trailhead Superbadges
[See Certificate](#)



April 2019

Salesforce Certified Sharing and Visibility Designer

Salesforce
License No# 19919241 | [See Certificate](#)



March 2019

Salesforce Certified Data Architecture and Management Designer

Salesforce
License No# 19901856 | [See Certificate](#)



March 2019

Salesforce Certified Identity and Access Management Designer

Salesforce
License No# 19307061 | [See Certificate](#)



October 2018

Salesforce Certified Development Lifecycle and Deployment Designer

Salesforce



October 2018

License No# 19276469 | [See Certificate](#)

Salesforce Certified Integration Architecture Designer

Salesforce

License No# 19249727 | [See Certificate](#)



October 2018

The Highest Rank: Ranger(Earned 100+ Badges and 50,000+ Points)

Trailhead by Salesforce

[See Certificate](#)



August 2018

Salesforce Certified Platform App Builder

Salesforce

License No# 17288651 | [See Certificate](#)



June 2017

Salesforce Certified Platform Developer I

Salesforce

License No# 9134437 | [See Certificate](#)



August 2016

Salesforce Certified Administrator

Salesforce

License No# 7323520 | [See Certificate](#)



June 2016

SCJP (Sun Certified Programmer for the Java 2 Platform)

Sun Microsystems

2007

Level B Technician Of Computer Software Application

Vocational Training Center

2005

SKILLS & EXPERTISE

- Salesforce.com: Establishing efficient applications on Salesforce.com Platform using Data Import/Export(Workbench, Data Loader), Lightning/Visual Flow, Process Builder, Salesforce Communities, Integration Architecture(REST API, OAuth 2.0/1.0, OpenID), SAML SSO, Force.com Migration Tools(IDE, ANT, MavensMate), Visualforce Pages(SLDS), Lightning Components(aura), Apex Class/Triggers, SOQL/DML
- IT Technologies: Producing comprehensive solutions with high quality referring to IT Solutions, System Analysis/Design, OOD/OOP, Design Pattern (Observer/MVC), UML, ISO 27001, SDLC, Telecommunications Billing, CMMI L3/L4, IT Operations
- Programming / Web Development: Developing efficient applications or interactive websites using Java/J2EE, PHP, Spring/Codeigniter MVC framework, JavaScript/jQuery, AJAX/REST API, Bootstrap, WordPress, HTML5/CSS, C#, .NET, Web Services, Shell Scripting, Hibernate
- Databases: Resolving complex business scenarios utilizing database tools, such as Oracle, MySQL, SOQL, PL/SQL, SAS Programming, Microsoft SQL Server, Oracle ERP/Reports, Toad

HONORS & AWARDS

Dean's Honour Roll (Academic Achievement)

School of Information Communication and Engineering Technologies

NAIT | Achieved a term GPA of 3.9/4.0 | <http://www.nait.ca>

April 2017

Dean's Honour Roll (Academic Achievement)

School of Information Communication and Engineering Technologies

NAIT | Achieved a term GPA of 4.0/4.0 | <http://www.nait.ca>

December 2016

Dean's Honour Roll (Academic Achievement)

School of Information Communication and Engineering Technologies

NAIT | Achieved a term GPA of 4.0/4.0 | <http://www.nait.ca>

April 2016

Dean's Honour Roll (Academic Achievement)

School of Information Communication and Engineering Technologies

NAIT | Achieved a term GPA of 4.0/4.0 | <http://www.nait.ca>

December 2015

EDUCATION

NAIT (Northern Alberta Institute of Technology)

Diploma, Digital Media & IT - Web Design and Development, GPA of 3.98/4.0

Edmonton, Canada | <http://www.nait.ca/98730.htm>

2015 - 2017

Chang Jung Christian University

2001 - 2004

Ming Hsin University of Science and Technology

1996 - 2001

Diploma, Management Information Systems

Hsinchu, Taiwan | <http://www.must.edu.tw>

LANGUAGES

English (Professional working proficiency), **Chinese (Traditional)** (Native or bilingual proficiency), **Mandarin** (Native or bilingual proficiency)

EXPERIENCE

Breama Inc.

December 2015 - Present

Senior Salesforce Developer

■ Responsibilities

- Business/System Analysis: Gathering and analysis of business requirements
- System Design/Integration/Deployment: Planning and development of custom solutions and integrations in the Salesforce platform for various internal departments and external clients; Identify and implement improvements in process, efficiency, and productivity; Provide best practice solutions around data residency and privacy of client data; Strong working knowledge of enterprise integration technologies
- Software/Web/Database Development: Salesforce administration; Working with managers to provide scope and development timelines; Mobile Application Development; Website Development

■ Salesforce.com Projects

- Heat Map in FSA Boundary
- Time Sheet in Project Management
- Kiosk in Real Estate
- Custom Related List Lightning Component(aura)
- ProntoForms.com(Mobile) integration with Salesforce via REST API
- Google Team Drives integration with Salesforce via REST API, OAuth 2.0, and OpenID
- Yahoo Weather integration with Salesforce via REST API, OAuth 1.0, and HMAC-SHA1
- Microsoft Azure Active Directory integration with Salesforce via SAML SSO(Single Sign-On)
- Twilio SMS text messaging integration
- Clock In/Out & Logging Timer on Work Order Segment

■ Salesforce.com Modules of Knowledge & Experience

- Data Management: Using Data Import Wizard, Data Loader or Workbench to Import/Export Data
- Formulas & Validations: Create Formula Fields, Validation Rules
- Process Automation: Create Business Processes with Process Builder, Automatic Sets of Actions with Lightning/Visual Flow or Workflow
- Application Management: Production Deployment from Sandbox with Change Sets, Move Changes with Force.com Migration Tool
- Build Management App: Create VF Page with SLDS(Salesforce Lightning Design System), Reusable Lightning Components, Using Lightning App Builder
- Creating Apex Trigger: Create Apex/Test Class Controllers, Callout REST API, Using SOQL/DML, Triggers

Calgary, Canada | <http://breamainc.force.com/>

SAIT (Southern Alberta Institute of Technology)

October 2017 - Present

Peer Tutor (IT/Computer)

■ Subject: IT/Computer

- Responsibilities: Supporting the specific courses, such as Frontend - Web Design/Development: PHP, WordPress, javascript/jQuery, HTML/CSS, etc.; Backend - Database Development: MySQL, Oracle, Microsoft SQL Server; Prepare for each session in advance; Work with the student to plan sessions; Focus on any areas of difficulty for the student, including questions from class; Review course material before sessions; Together with the student set manageable goals for each session

Calgary, Canada | <https://www.sait.ca/programs-and-courses/full-time-studies/diplomas/information-technology>

NAIT (Northern Alberta Institute of Technology)

January 2016 - Present

Peer Tutor (IT/Computer)

■ Subject: IT/Computer

- Responsibilities: Supporting the specific courses, such as Web Design; Web Development, Javascript/jQuery, PHP, WordPress, HTML/CSS; Database Development: MySQL, Microsoft SQL Server, Software Development: C#, Flash AS3, iOS; Prepare for each session in advance; Work with the student to plan sessions; Focus on any areas of difficulty for the student, including questions from class; Review course material before sessions; Together with the student set manageable goals for each session

Edmonton, Canada | <https://wwwapps.nait.ca/TutorRegistry/Home/Tutor/245>

FarEasTone Telecom

November 2011 - July 2014 (2 years 9 months)

Senior IT Engineer

■ Responsibilities: Project Management; Business/System Analysis: Official documents editor for ISO27001; System Design/Integration/Deployment: Version control administrator for ISO27001; Software/Web/Database Development

■ Project: New Billing System(Amdocs) for 4G Communication Technology

■ Training Location(for 1 month): Pune, India

└ ● Architecture: Product Solution of Amdocs for Billing Module; Environment: Linux, Oracle 10g, JDK 6.0, WebLogic 10, VMware; Skills: EPC, RLC, Tiger, PL/SQL, Web Service, XML, Shell Scripting

■ Project: SPV(Simple Product View) System

└ ● Architecture: J2EE MVC Model 2 (Object-Oriented Design); Environment: Eclipse 3.2, Oracle 10g-R2, Ant, Subversion, JDK 6.0, Tomcat 6, VMware; Skills: ZK Framework, Ajax, Spring Framework, PL/SQL, Servlet, Hibernate, JBPM Workflow, Web Service, XML, Shell Scripting

Taipei, Taiwan | <http://www.fetnet.net>

Taiwan High Speed Rail Corporation.

January 2011 - October 2011 (10 months)

IT Software Engineer

■ Responsibilities: Project Management; Business/System Analysis: Official documents editor for ISO27001; System Design/Integration/Deployment; Software/Web/Database Development

■ Project: Statistics Analysis Report System

└ ● Architecture: Schedule Batch Job; Environment: SAS 9.1.3, Dataset; Skills: SAS Language

■ Project: Coordinator of AFCS Reservation Statistics System (ARSS)

└ ● Architecture: Data Source > ETL > Data Mart > OLAP Cube > Reporting (BIEE); Environment: BIEE + Informatica Server (ETL), Essbase + Database Server (Oracle 11g-R2)

■ Project: Lost and Found System

└ ● Architecture: J2EE; Environment: JDK5.0, Tomcat 5.5, Oracle 10g, Eclipse 3.2; Skills: JSP, Servlet, JSTL, Struts, XML, HTML, JavaScript, CSS

Taoyuan, Taiwan | <http://www.thsrc.com.tw>

CyberSoft Digital Services Corp.

January 2009 - December 2010 (2 years)

Senior Software Engineer

■ Responsibilities: Business/System Analysis: Official documents editor for CMMI L4; System Design/Integration/Deployment; Software/Web/Database Development

■ Project: Management System of Sales Commission

└ ● Architecture: Client-Server (Oracle ERP R11); Environment: Oracle ERP R11, Oracle 8i, VSS; Skills: Toad, PL/SQL, SQL Loader, Shell Scripting, Oracle Forms 4.5, Oracle Reports 2.5

■ Project: Management System of Potential Customer

└ ● Architecture: Web-Based; Environment: Microsoft Visual Studio 2005, IIS, Microsoft SQL Server 2005, VSS; Skills: ASP/VB.NET, Crystal Reports, XML, HTML, JavaScript, CSS

■ Project: Bank Collection Management System

└ ● Architecture: Web-Based; Environment: Microsoft Visual Studio 2003, IIS, Oracle 9i, VSS; Skills: ASP/C#.NET, Crystal Reports, PL/SQL, XML, HTML, JavaScript, CSS

Taipei, Taiwan | <http://www.cybersoft4u.com>

SYSTEX

April 2008 - January 2009 (10 months)

Chief Software Engineer

■ Responsibilities: Business/System Analysis; System Design/Integration/Deployment; Software/Web/Database Development

■ Project: Electronic Invoice System

└ ● Architecture: J2SE Application (Client-Server); Environment: JDK 1.4, Oracle 10g R2, Eclipse 3.2; Skills: Swing, iText, PL/SQL, XML, Java

■ Project: Land Information System

└ ● Architecture: J2EE MVC Model 2 (Object-Oriented Design); Environment: JDK5.0, Tomcat 5.5, Eclipse 3.2, Oracle 10g R2, Ant, Subversion, IIS; Skills: JSP, Servlet, JSTL, Struts, Ajax, Spring Framework 1.0, PL/SQL, XML, HTML, Java

Taipei, Taiwan | <http://www.systex.com.tw>

Tatung

January 2006 - March 2008 (2 years 3 months)

Software Engineer

■ Responsibilities: Business/System Analysis: Official documents editor for CMMI L3 that including RD (Requirement Development), TS (Technology Solution) and PI (Product Integration), Business and user requirements analysis; System Design/Integration/Deployment: Version control administrator for CM (Configuration Management) of CMMI L3; Software/Web/Database Development: Technology consultant and trainer for CMMI L3, Boland CaliberRM, MVC development

■ Project: Electronic Document System

└ ● Architecture: J2EE MVC Model 2 (Object-Oriented Design); Environment: JIRA, JDK 1.4, Tomcat 5.0, Oracle 10g R2, Ant, Eclipse 3.2, Subversion; Skills: UML, JSP1.2, Servlet 2.3, JSTL 1.0, Ajax, Spring Framework 1.0, SQL Loader, PL/SQL, XML, HTML, Java

Taipei, Taiwan | <http://www.tatung.com>

Republic of China Air Force Command Headquarter

July 2004 - December 2005 (1 year 6 months)

Airman

Taipei, Taiwan

VOLUNTEERING

EISA (Edmonton Immigrant Services Association)

October 2015 - Present

Community Translator (Volunteer)

■ Location: Edmonton, Canada

■ Project: Language Bank Program

└ ● Accomplishments: Completed eight Documents of Translation, such as 4 Driver License, 1 Household Registration, 1 Certificate of Marriage, 1 Academic Certification, 1 Graduation Certificate, 1 Academic Transcripts, 1 Police Department Correspondence

└ ● Responsibilities: Translation and Interpretation Training Sessions: Attend and participate General Volunteer Training Workshop of Language Bank, EISA; Share the skills of proficiency in languages other than English; Use and develop the translation and interpretation skills to help newcomers and refugees to Edmonton; Assist with document translation and on-site interpretation to assist clients with a settlement; Materials translated on a frequent basis include educational documents; birth, marriage and death certificates; immigration papers

Edmonton, Canada | <http://www.eisa-edmonton.org/>

Alberta Library Trustees Association

December 2014 - March 2015 (4 months)

Web Site Developer (Internship)

■ Location: Edmonton, Canada

■ Project: SCiP (Serving Communities Internship Program)

└ ● Responsibilities: Accountability report to Executive Director; Creating a WordPress plugin on the ALTA website to enable trustees across Alberta to connect with each other; Develop a plan of action; Launch the functions and fix any bugs that may hinder its use; Develop a manual to properly maintain and support the use of the plugin; Train staff on its usage

Edmonton, Canada | <http://librarytrustees.ab.ca/>

VYA (Vision YouthAction for International Voluntary Service)

January 2013 - January 2013 (15 days)

Coach (Volunteer)

■ Location: Cebu, Philippines

■ Project: The Digital Learning Plan of International Volunteers

└ ● Responsibilities: General English Teaching (e.g. conversation, vocabulary), Computer & Software Teaching (e.g. Windows XP, Photoshop CS), Picking & Collecting & Planting Tree (e.g. mangrove), Damage Repair (e.g. desks and chairs in the elementary school)

Cebu, Philippines | http://www.vya.org.tw/en/en_about_VYA.asp

Rescue Team of Climbing

August 2009 - August 2009 (5 days)

Volunteer

■ Location: Chiayi, Taiwan; Pingtung, Taiwan

■ Event: Typhoon Morakot devastated Taiwan on August 8, 2009

└ ● Tasks: Cleaning Up House/School/Church, Damage Repair, Cooking Food, Food Supply (e.g. rice, canned food, instant noodles and etc.)

Chiayi, Taiwan; Pingtung, Taiwan