

AVNISH KUMAR YADAV

ACTING TECHNICAL LEAD – UNITED AIRLINES

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PROFESSIONAL SUMMARY

Salesforce Technical Lead with approx 8 years of experience driving enterprise-scale CRM and Experience Cloud platforms. Proven track record of leading cross-functional development teams, delivering secure and scalable applications across Cargo, Aviation, Charter, and TechOps domains. Experienced in SDLC governance, design validation, CI/CD implementation, and stakeholder alignment. Known for predictable delivery, zero-escalation launches, and automation-driven efficiency improvements. Passionate about building high-performing teams and architecting resilient systems that align technology investments with business outcomes. Passionate about building scalable and secure systems, exploring Generative AI, LLMs, and AI Agents to enhance business capabilities. Agile team player with strong problem-solving skills and a focus on performance optimization and customer-centric design.

TECHNICAL SKILLS

- **Salesforce Development:** Apex, LWC, Aura Components, Visualforce, SOQL, SOSL
- **Declarative Automation:** Flows, Process Builder, Workflows, Validation Rules
- **Cloud Expertise:** Sales Cloud, Service Cloud, Experience Cloud, Community Cloud
- **Front-End Technologies:** HTML, CSS, JavaScript, Bootstrap, Responsive Design, React
- **Integrations:** REST APIs, SOAP Web Services, Named Credentials, External Services, AppExchange Integrations
- **CI/CD & DevOps:** GitHub Actions, Bitbucket, Salesforce DX, Jenkins, Spinnaker
- **Version Control:** Git, GitHub, Bitbucket
- **Databases:** SQL, MongoDB
- **AI & ML:** Generative AI, LLMs, AI Agents
- **Project Methodologies:** Agile, Scrum
- **Others:** Mulesoft, AWS, Terraform, VS Code, AppExchange Tools.

WORK EXPERIENCE

Senior Developer, United Airlines

Dec 2021 – Present

- Lead a team of 5–6 developers across multiple Salesforce programs including Cargo, Aviate, Charters, Jetstream, and TechOps.
- Own technical design, architecture validation, and SDLC governance during design/build phases.
- Act as primary technical escalation point for non-sales Salesforce platforms.
- Ensure in-progress builds adhere to approved design patterns, security standards, and integration best practices.
- Collaborate with Product Owners and Scrum Masters to translate Agile stories into scalable system designs.
- Conduct structured code reviews, enforce CI/CD standards (GitHub Actions, SFDX), and maintain deployment reliability.
- Drive stakeholder alignment across business and IT to ensure delivery predictability and zero-escalation launches.
- Worked on LLM-based case enrichment and intelligent workflows using structured CRM data and unstructured inputs, reducing case resolution time from hours/days to minutes.

Salesforce Developer, Algoworks

Jun 2018 – Nov 2021

- Built and optimized Lightning UI components and managed packages to enhance UX across devices.
- Designed custom Salesforce applications across Sales and Service Clouds.
- Created custom REST APIs and integrated third-party platforms.
- Automated workflows using Flows, Process Builder, and validation rules.
- Developed and published "StrideUp App" on Salesforce AppExchange focused on KPI scoring.
- Participated in Agile sprints, requirement gathering, and sprint reviews.

CORE COMPETENCIES

Team Leadership - Application Ownership, Stakeholder Management, SDLC Governance

Salesforce Architecture - Enterprise Integrations, Experience Cloud, CI/CD Strategy

Security & Compliance - Agile Delivery, Risk Mitigation, Design Reviews

EDUCATION

B.Tech in Computer Science | Inderprastha Engineering College

Jun 2014 - Jun 2018

CERTIFICATIONS

Salesforce Certified Administrator

Salesforce Certified Platform Developer I

Salesforce Certified AI Specialist

Salesforce Certified AI Associate

PROJECTS

Cargo Quote Tool - United Airlines

- Delivered automation-heavy quoting system using Apex and Custom Metadata.
- Achieved zero post-release escalations compared to parallel program launches.
- Completed delivery ahead of timeline through structured sprint planning and risk mitigation.

Tech Stack: LWC, Apex, Experience Cloud, GitHub Actions, REST API,

Aviate Salesforce - United Airlines

- Acted as senior developer and technical advisor.
- Designed scalable enhancements while maintaining integration stability.

Charters - United Airlines

- Delivered multi-phase enhancements with minimal regression impact.
- Balanced feature expansion with long-term maintainability.

Tech Stack: LWC, Apex, Experience Cloud, Visualforce Pages

Jetstream Salesforce - United Airlines

- Led migration from Visualforce to LWC improving performance and UX.
- Delivered transaction optimization features and contract logic improvements.
- Provided one year of stable core support with minimized production issues.

Tech Stack: Apex, Visualforce, LWC, REST API, Node JS

TechOps - RemedyClaims - United Airlines

- Independently designed and delivered end-to-end Salesforce claims solution.
- Owned architecture, development, testing, and stakeholder validation.

GCE - Discovery & Technical Feasibility - United Airlines

- Conducted technical discovery sessions.
- Evaluated architectural options and risk factors before build phase.

Automation & Platform Enablement - United Airlines

- Partnered with RPA team to automate post-sandbox refresh processes.
- Reduced manual administrative steps and improved environment reliability.
- Strengthened DevOps maturity with CI/CD enhancements and version governance.

Real Estate CRM - StrideUp - Algoworks

- Designed KPI-based scoring system and published a managed AppExchange package; automated lead flow and post-sales pipeline.

• **Tech Stack:** Apex, Flow, Process Builder, AppExchange, Lightning Components

Nuage Group Technologies - Algoworks

- Led multi-project delivery for Lightning Community, automation, and managed packages; handled client-facing development cycles.

• **Tech Stack:** LWC, Apex, Community Cloud, Managed Package, Git

Greenway Insurance - Algoworks

- Re-engineered legacy insurance workflows; optimized triggers, and improved UI/UX in Lightning for agents.

• **Tech Stack:** Apex, Lightning Components, Visualforce

ADDITIONAL INFORMATION

- Open to relocation or remote/hybrid opportunities.
- Available to work in Agile and cross-functional environments.
- Exploring certifications in Platform Developer II and Application Architect.