

Błażej Kątny Senior Salesforce Developer

✉ katnyblazej@gmail.com

🌐 katnyb

☎ +48 664 242 249

🔗 katnyblazej.com

📍 Warsaw



📄 About me

Senior Salesforce Developer & Solutions Architect with over **6 years of experience** spanning enterprise delivery (Accenture) and ISV product development (Clorce). **Sole developer** behind a multi-channel communication platform built as a **managed package** - covering VoIP via WebRTC/SIP, SMS, WhatsApp, and AI-powered transcription. Core platform functionality, including multi-provider telephony and SMS integrations, successfully passed the **Salesforce Security Review**. Experienced in designing scalable, event-driven architectures using Factory and Strategy patterns with multiple third-party integrations. Strong foundation in secure coding, FLS/CRUD enforcement, and **AppExchange distribution** standards. Background in mentoring team members and making end-to-end architectural decisions in a product environment.

📁 Work Experience

Senior Salesforce Developer

03/2023 – 03/2026

Clorce

- **AppExchange Product Delivery:** Architected and developed a comprehensive multi-channel communication managed package. Led the full lifecycle from technical design to navigating the Salesforce Security Review process.
- **Real-Time Communication:** Implemented advanced WebRTC/SIP integration for in-browser VoIP and a robust event-driven system for real-time UI updates, utilizing Apex Triggers for efficient data processing.
- **Scalable Integration Engine:** Designed a flexible integration layer using Factory and Strategy patterns to support multiple third-party providers, including ElevenLabs for AI transcription, Meta WhatsApp Cloud API, various telephony providers for calls, recordings, and SMS, as well as storage services like Azure Blob Storage for handling file uploads, location storage, authentication, and signed URL generation.
- **Security & Compliance:** Enforced strict security standards (FLS/CRUD, secure webhooks, encrypted credential management) across the entire managed package, including multi-provider SMS and telephony integrations handling external REST communication - all successfully passing the Salesforce Security Review.
- **Sole Developer & Technical Ownership:** Served as the sole developer responsible for the entire codebase of a multi-channel communication platform, making all architectural decisions and owning the full technical delivery - from initial design through to Security Review submission.
- **Knowledge Sharing:** Acted as a go-to technical resource for LWC and Apex best practices, supporting colleagues and interns with code reviews, troubleshooting, and platform-specific guidance.

Salesforce Developer

04/2019 – 04/2022

Accenture

- **Enterprise-Scale Delivery:** Contributed to a large-scale Salesforce implementation for a global Fortune 500 FMCG company, developing custom solutions across Sales and Service Clouds within a multi-team delivery environment.
- **Early LWC Adoption:** Began working with Lightning Web Components from their initial release in 2019, transitioning legacy Visualforce and Aura components to modern LWC architecture while building foundational expertise in Apex and platform development.
- **System Integrations:** Built and maintained REST/SOAP integrations between Salesforce and external ERP systems, focusing on data integrity, error handling, and asynchronous processing patterns.
- **Team Onboarding:** Supported the onboarding of new team members and interns by providing technical guidance on Salesforce development practices and project-specific workflows.

Certificates

Salesforce Platform Developer I (*March 2026*)

Salesforce Platform Developer II (*Scheduled March 2026*)

Skills / Expertise

Core Salesforce

- Advanced Apex Patterns
- Lightning Web Components
- Custom Metadata & Configuration
- Flow & Platform Events

ISV / AppExchange

- Managed Packages
- Security Review Readiness
- Package Lifecycle
- AppExchange Distribution

Integrations

- REST/SOAP API
- WebRTC/SIP
- AI Transcription Services
- Webhooks & Azure Blob

Architecture

- Factory & Strategy Patterns
- Service Layer
- Event-Driven Architecture
- Scalable Backend Design

DevOps & Tools

- SFDX, Git
- GitHub Actions
- Multi-Org Deployment
- Package Versioning

Security & Quality

- FLS/CRUD Enforcement
- Secure Coding Practices
- Async Apex Patterns
- Security Audit Readiness

Education

Computer Science at University of Lodz

Bachelor Degree

10/2016 – 10/2020

Languages

English (Fluent) • **Polish** (Native)