Lucas Kanter

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EDUCATION

Johns Hopkins University   **Baltimore, MD**
Bachelor of Arts: International Studies, Minor: Financial Economics

WORK EXPERIENCE

The Predictive Index   **Remote from Los Angeles, CA**
Lead Salesforce Architect   June 2021-October 2025

- Individually built an AI application for surfacing insights from hundreds of sales calls to inform sales coaching
- Served as one of five members of The Predictive Index's AI Center of Excellence
- Extended an open source Salesforce MCP server with tools for querying flow metadata and deployed it for team use
- Led the technical workstream for PI's OKR initiative for incorporating AI into operations and upskilling employees
- Owned company-wide system architecture landscape, evaluating and integrating new applications as purchased
- Partnered with leaders of other departments to define technical solutions that achieve their goals
- Designed and implemented Salesforce solutions according to complexity and demands on team bandwidth
- Identified and created solutions for areas of suboptimal performance and scalability in PI's Salesforce org
- Established best practices, operational guidelines, and governance frameworks
- Led daily code and configuration reviews
- Managed and mentored Salesforce architects, developers, admins and DevOps specialist
- Rebuilt the Salesforce team after losing 40% of our admins and developers in the first three months after being hired
- Inherited failed NetSuite enhancements and delivered requirements in 1 month despite no prior NetSuite experience

Velocity Global   **Remote from Auckland, NZ**
Freelance Technical Architect   August 2020-June 2021

- Remedied a botched partner implementation by refactoring the data model, implementing bug fixes for custom code, and creating documentation
- Integrated Salesforce with the software systems of a newly acquired company

Bluewolf, an IBM Company   **Remote from Washington, DC**
Senior Developer   November 2017-October 2019

- Led the technical work stream of a global electronics corporation's migration to Salesforce Service Cloud
  - Facilitated technical process reviews and wrote the project's technical specification document
  - Designed integrations between Salesforce and 10 other applications resulting in 25+ discrete data operations
  - Designed specifications for custom code requirements and oversaw development by offshore developers

- Designed and built the Next Best Action With Watson and Lead Generation With Watson solutions
  - Implemented the solutions using a combination of configuration, custom Apex, and lightning components
  - Leveraged IBM's artificial intelligence APIs to employ various natural language processing capabilities
  - Packaged the solutions to prepare them for sale on the AppExchange
  - Demoed and presented the solutions at Dreamforce 2018 and TrailheaDX 2019

SKILLS, CERTIFICATIONS, AND INTERESTS

Certifications: Salesforce Application Architect, Salesforce System Architect, Salesforce Data Cloud Consultant, Salesforce Data Architect, Salesforce Development Lifecycle and Deployment Architect, Salesforce Identity and Access Management Architect, Salesforce Integration Architect, Salesforce Sharing and Visibility Architect, Salesforce Platform Developer I, Salesforce Platform Developer II, Salesforce Platform App Builder, Hubspot Marketing Hub Software
Languages: Apex, HTML, CSS, Javascript, Python, C#, Mandarin Chinese
Interests: Surfing, Snowboarding, Skateboarding, Rock Climbing, Scotch Whisky, Mixology, Podcasts