Travis Cucore
Software Engineer | Technical Architect
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Salesforce Snapshot

- Certified Admin
- Certified Platform Developer
- Certified Platform App Builder
- Financial Services Cloud Accredited.
- All modes of Apex
- Application/Platform Architecture
- Platform Integrations

- Lightning Web/Aura Components
- Mobile SDK
- Messaging for In-App Web
- Full Stack
- DevOps
- SOQL/SOSL
- CI/CD
- Copado

- Sales Cloud
- Service Cloud
- Financial Services Cloud
- Experience Cloud
- SF (Formerly SFDX)
- Chat
- Multi-Platform Solutioning
- Embedded Service

Other Useful Skills

- Pipeline Automation
- AWS IoT Core
- GatsbyJS
- TailwindCSS
- Docker

- Generative AI
- Git (Lab, Hub, Bucket, CLI)
- MQTT
- YAML
- GraphQL

- Node
- Hygraph
- Linode
- ETL
- Rust

Professional History

Night Owl Holdings, LLC

Owner   December 2023 – Present

- Formalized Night Owl Holdings, LLC and DBA (Night Owl Technology Services) with legal assistance.
- Procured and implemented technology stack including Salesforce, GitLab, M365, Hygraph, Jira, and necessary equipment.
- Secured work enhancing a new Salesforce implementation for an energy company by effectively implementing patterns and applications that reduced friction in process, cognitive load in the UI, and implementing new process automations where needed working directly with leadership and front-line stakeholders.
- Built website for lead generation and describing services offered.
  - Built Gatsby plugin to introspect Salesforce schema for use in Gatsby's GraphQL data-layer.
  - Integrated with Salesforce REST API for leads captured using contact form.

Slalom | Global Digital Services

Principal Software Engineer   August 2022 – December 2023

- Leveraged NLP-enabled Einstein bots, Service Cloud, Salesforce Mobile SDK, and Embedded Services to solve unique client problems.
- Held bi-weekly office hours for project support and informal (judgment free) design/code reviews.
- Planned and delivered skill-up sessions for less experienced developers during downtime.
- Explored Generative AI (ChatGPT) to understand its business value and learned prompt engineering patterns.
- Contributions to Slalom's Generative AI Framework for Salesforce, now being sold in the market.
- Worked with clients to gather and refine requirements.
- Solutioned Application and Technical Architectures in service of client work.

LookThink

Sr. Salesforce Developer   September 2021 – August 2022

- Strengthened Salesforce practice from a skills and delivery perspective.
- Leveraged experience to inform high-level project decision-making.
- Acted as a force-multiplier through interactions with junior developers.
- Helped other projects past technical blockers when requested.
- Worked with stakeholders to define and deliver required functionality.

The Predictive Index

Salesforce Developer   August 2020 – September 2021

- Moved Salesforce team to structured DevOps program. Implemented Copado respecting non-developers' need to contribute to a shared code-base without knowledge of Git.
- Implemented quality gates for Staging and Production environments including regular peer-reviews of design and implementation artifacts.
- Managed DevOps program once instantiated.
- Worked with stakeholders, administrators, and contractors to architect and implement applications and features in service of business goals.

Appirio

Associate Technical Consultant   January 2019 – August 2020

- Designed and developed front-end experiences and back-end business logic to meet client needs.
- Utilized Apex, Aura Components, Lightning Web Components, and declarative platform tools like Lightning Flows and Process Builder.
- Ensured delivered functionality was efficient, supportable, and extensible.

IndyGo (Indianapolis Public Transportation Corporation)

Administrator II | Connected Vehicle Technologies   February 2016 – January 2019

- Worked with leadership across the business to select and implement new CAD/AVL technology vendor.
  - Worked with stakeholders across the business to help define and document requirements.
  - Managed and executed UAT with vendor making sure all requirements were met reporting outcomes to senior leadership and working with vendor to resolve remaining requirements.
  - Reverse engineered proprietary implementation of Alpha protocol deployed as an engineered vendor-lock by previous vendor saving hundreds of thousands of dollars in new hardware costs.
- Saved tens of thousands of dollars by building harnesses from off-the-shelf parts instead of buying from vendor claiming this could not be done.
- Managed and integrated complex on-bus technologies, including real-time telemetry and communication networks, integrating with vehicle area network (J1939), enterprise networks, and radio networks.
- Worked with multiple department leaders to develop and implement a new firmware deployment process resolving problems related to buses not always receiving updates required for CAD/AVL system to function correctly when updates were staged for deployment.
- Utilized electrical and electronic engineering knowledge to maintain on-bus technologies.
- Developed Windows utility to allow EEPROM binary updates to be configured and deployed across all versions hosted on a remote server preventing manual updates to EEPROM binaries for each version.
- Developed Windows utility to convert dotted IPv4 addresses to format (singed long integer) required for EEPROM binary updates, eliminating human error associated with performing two's-complement by hand.
- Resolved issues with real-time telemetry data, improving system reliability resulting in successful Google Transit integration and enabling 3rd party apps to be created benefiting local ridership.

Education

Purdue University

Bachelor of Science in Computer Engineering Technology

Butler University

Executive Leadership Development Program – Sponsored by Director of IT while working at IndyGo.