

Prishan Fernando

Director, Global Salesforce • Enterprise / Program Architect •
AI-enabled Cloud Transformation

Vancouver, British Columbia, Canada

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SUMMARY

Technology leader and hands-on architect with **20+ years** in software development and **12+ years** specializing in Salesforce architecture, delivery, and practice leadership. Known for translating complex business challenges into pragmatic, scalable solutions—across multi-cloud ecosystems, enterprise integrations, and AI-enabled delivery. Recent outcomes include **~70%** effort reduction in migration work through AI-assisted frameworks and an H1 2025 utilization average of **93%** (115% peak) vs a 50% target. People-first leader focused on building high-trust teams and developing future architects.

EXPERIENCE

Slalom — Director, Global Salesforce Jul 2021 – Present
Vancouver, BC • Practice leadership • Enterprise architecture

- Enterprise Architect for a strategic account, owning cross-cloud governance, roadmap alignment, and technical risk management; expanded scope into **AI enablement** and agentic workflows.
- Built AI-assisted migration scripting frameworks improving consistency and cutting manual effort by **~70%**; delivered a reusable **Salesforce Files & Attachments** migration toolkit (estimated **200–300 hours** saved per mid-size migration).
- Lead Architect for **FCL Sales Cloud + Distributed Marketing**: designed and delivered a flexible Map Point Management visualization app across desktop/mobile; productized as an accelerator for retail/agriculture clients.
- Lead Architect for **407 Express**: defined multi-year modernization roadmap and delivered Phase 1 (platform stabilization + data architecture) on time and within budget.
- Launched and led an internal **AI Task Team / AI Architecture Community of Practice** (40+ active members); recruited a cross-functional AI specialty team to scale adoption and win rates.
- Conducted **100+ interviews** and built high-performing teams; mentored developers into architecture and leadership pathways.

CORE STRENGTHS

Enterprise / Program Architecture

Salesforce (Sales, Service, Experience)

CPQ & Commerce

Integration & Data Migration

SAP & Multi-vendor Ecosystems

Discovery & Roadmaps

AI-assisted Delivery

Servant Leadership

PROGRAMS

- **Global manufacturing (M&A)**: merged 3 companies into a single Salesforce org and SAP instance; led data modeling, SAP integration extensions, and migration strategy.
- **E-commerce transformation**: net-new channel integrating Salesforce Commerce + CPQ; deployed to **1,000+ staff** and **18,000+ partners**.
- **Retail/consumer partner platform**: partner portal + SAP integration + mobile app rolled out to **400,000 partners** worldwide.
- **Healthcare discovery**: capability mapping, roadmaps, and POCs for provider management (Experience Cloud / Service Cloud / Sales Cloud).

EDUCATION

Minnesota State University, Mankato
BSc, Computer Science (2003–2006)

Institute of Technological Studies
Diploma, Computer Science (2000–2002)

EARLIER EXPERIENCE

Slalom — Salesforce Practice Area Lead (Vancouver) Sep 2019 – Aug 2021

- Led regional capability growth and delivery excellence across Salesforce programs; trusted advisor for technical architecture, discovery, and solution design.

Groundswell Cloud Solutions — Director of Development Services Jan 2019 – Aug 2021

Previously: Development Manager • Team Lead Manager • Technical Solutions Architect

- Built and led delivery teams, overseeing solution design and delivery for Salesforce-based programs.

TELUS — Sr. Developer Analyst Jan 2013 – Jul 2016 Burnaby, BC • Salesforce / Force.com

- Delivered Salesforce applications for SMB, including mapping/directions for Accounts & Opportunities, org hierarchy management, and approval workflows based on organizational thresholds.
- Built reusable generic components (e.g., configurable multi-select related list utilities) and supported integrations with Apttus and DocuSign; implemented deployment automation using Ant scripts.

HSBC Software House — Consultant Jul 2010 – Dec 2012

- Lead application designer/developer for trade and supply chain systems across staff and customer channels; conducted peer design/code reviews, demos, and production issue troubleshooting.
- Specialized in multi-version enterprise applications under J2EE stacks and single sign-on integrations with third-party systems.

HSBC Canada — Senior Analyst Apr 2009 – Jul 2010

- Led design and delivery of global trade and supply platforms; provided leadership to engineering teams across Canada, UK, Hong Kong, US, China, and India.

HSBC — Analyst Jul 2006 – Apr 2009

- Built and maintained multi-country, multi-version enterprise web applications supporting international corporate and in-country customers.

NOTABLE HIGHLIGHTS

- Led Quote-to-Cash discovery and architecture blueprint to secure new sales worth **over \$4M** (2023).
- Regularly recognized for translating complex architecture into clear, actionable guidance for non-technical stakeholders.

CERTIFICATIONS

- Salesforce Certified AI Associate
- Salesforce Certified Experience Cloud Consultant
- Salesforce Certified Business Analyst
- Salesforce Certified Administrator
- Salesforce Certified Platform Developer
- Development Lifecycle & Deployment Designer
- GitHub Copilot (Microsoft)
- Certified ScrumMaster (CSM)
- Workato Automation Pro I & II
- Trailhead: Agentforce Service Superbadge
- Trailhead: Prompt Builder Templates Superbadge
- Apex Specialist Superbadge

Full certification history available on request.

RECOGNITION

- Agentblazer Innovator (2025)
- Salesforce Double Star Ranger
- Multiple People First Award nominations
- Mogul Award winner • Trail Boss Award winner

TECH SNAPSHOT

Salesforce (Sales, Service, Experience, PRM, CPQ, Commerce, Agentforce) • Integration (SAP, custom APIs, MuleSoft, Workato) • Web (React, Next.js, Vue/Nuxt) • Data (migration strategy, quality, automation) • AI (LLMs, prompt-driven automation, agentic workflows)

RECOMMENDATIONS

"I had the pleasure to work with Prishan and his team to implement Salesforce B2B, CPQ and Communities at Motorola. Prishan is an accomplished Salesforce System Architect... collaborative... and has always gone above and beyond in delivering scalable solutions."

— Yi Zho, Senior Director

"Prishan is not only a Technical Guru but an exceptional leader and mentor... he spends significant time coaching and upskilling his team members... always keen to talk about the latest trends and... build amazing solutions."

— Vsav Pathak, Senior Manager

"From our first interview... Prishan... saw unrealized potential and fostered growth... I owe so much of my professional career growth to Prishan's mentoring and leadership."

— Williams Mathew, CTO

"Prishan is one of those very unique individuals you meet once in a lifetime... genuine positivity, personal values, and care for others... provided opportunities and mentorship to allow others... to thrive and grow."

— Pei Huang, CTO

TEAM FEEDBACK (SLALOM)

"Prishan is one of those leaders who promotes the growth of everyone around him. He is supportive, encouraging, and often strives to create opportunities for growth."

— Peer feedback (2024 review)

"He is very person-oriented and treats us as capable equals... pushes us to learn new things, at and out of work."

— Team feedback (2024 review)

"A wonderful leader and a true mentor... depth of technical knowledge is huge, and he manages to break complex solutions into easily understandable concepts."

— Team feedback (2024 review)