



Salesforce Integration — Banyan Water

Project Overview

At Banyan Water, I led the design and implementation of a Salesforce integration that connected our .NET backend with Salesforce. Previously, Customer Success teams had to cross-check multiple platforms, often dealing with duplicate data and delays. My solution created a single source of truth for account and property-level data, streamlining workflows and improving accuracy.

My Role

- **Systems Integrator** — mapped out integration points between backend services and Salesforce.
 - **Backend Engineer** — implemented API middleware, caching, and robust error handling.
 - **Data Flow Designer** — built real-time sync for alerts, thresholds, and property data.
 - **Team Collaborator** — partnered with Customer Success to shape the integration around their workflows.
-

Key Contributions

-  **Real-Time Sync** — ensured Salesforce immediately reflected backend updates, including property usage and leak alerts.
-  **Error Handling** — built retry logic, logging, and Redis caching to ensure data integrity.
-  **Data Consistency** — eliminated duplicates and misaligned records across platforms.

-  **Actionable Alerts** — surfaced Banyan's leak and usage alerts directly in Salesforce for CS reps.
-

Tools & Tech

- Salesforce API 
 - .NET Backend 
 - Redis 
 - REST/JSON 
 - Error Handling Frameworks 
-

Impact

- **100% data consistency** between Salesforce and backend systems
- **Faster customer response times** (no more cross-system checking)
- **Improved customer trust & satisfaction** through reliable, unified data
- **Operational efficiency** — reduced manual work for CS teams