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# MAURO SANTOS

## Salesforce Developer

4x certified Salesforce Administrator & Developer, Trailhead Double Ranger with +2 years of experience working as a Salesforce developer. A computer engineer graduated from the National University of La Plata and was awarded for being among the top 10 best averages.

## MOST RECENT WORK EXPERIENCE

### Salesforce Developer at Globant

April 2022 - Present [La Plata, Argentina] [Software Factory]

### Liberty Latin America

April 2022 - Present [La Plata, Argentina] [Telecommunications,B2C ]

#### RESPONSIBILITIES

- Support the problems in the system and make different enhancements to improve the speed and flexibility of the business
- Follows the team processes, delivering a consistent flow of features to production
- Active communication with the client to understand what their requirements are to deliver a proper solution
- Develop and customize Salesforce solutions, including but not limited to Writing Apex code
- Deploy components using Copado to environments and also use the back promotion feature

#### KEY ACCOMPLISHMENTS

- Increase the resolution of support tickets by 15% for dashboards created by Jira tickets
- Increment the speed of the resolve in inconvenients in the deployments from environments.
- Deliver faster solutions to daily problems on the platform provided by a survey to the client

### Nissan 360

December 2022 - June 2023 [La Plata, Argentina] [Automobile Manufacturer,B2C ]

#### RESPONSIBILITIES

- Support the enhancements created by Globant and work with the team to deliver new features and improvements to the platform with the Scrum methodology
- Refactor Apex code and aura components in the Salesforce instance to improve the business flow
- Create different and complex types of reports to obtain metrics about the work done on the platform

#### KEY ACCOMPLISHMENTS

- Improve the engagement of the platform for the workers in the company by 20% by delivering features with the correct requirements and quickly solving bugs
- Improve the resolution times of support problems from 1 month to 2 weeks by measuring the resolution time in tickets

## DEMO Slack-Salesforce Integration

October 2022 - December 2022 [La Plata, Argentina]

### RESPONSIBILITIES

- Create a business path in Slack with Salesforce as the backend
- Investigate and resolve different bugs for the integration between Salesforce and Slack

### KEY ACCOMPLISHMENTS

- Work with a team to obtain new clients for Globant with the creation and presentation of the demo
- Develop a complete business path with an integration between Salesgorce and Slack

### SKILLS

- |                |               |                  |
|----------------|---------------|------------------|
| • Salesforce   | • Sales Cloud | •Service Cloud   |
| • SOQL         | •Apex         | •Javascript      |
| • Fast Learner | •Adaptability | •Problem-solving |

### EDUCATION

#### Compute Engineer at National University of La Plata

Jan 2016 - Feb 2022 [La Plata, Argentina]

#### Award Joaquin V Gonzalez

The top ten best averages in engineering and computer science

### ENGLISH EDUCATION

- Certificate Summer Vacation Extra
- Cultural Inglesa de Buenos Aires

### CERTIFICATIONS

- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator
- Salesforce Certified OmniStudio Consultant

### PUBLICATIONS

Análisis de plataformas de Computación en la Nube para implementación de protocolo de comunicaciones con una aplicación móvil 3D **CACIC 2022 UNLaR**