PHILIPPE TOME

Salesforce Developer
Results-driven | Certified Administrator | Bilingual English/French

CONTACT

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🌐 Website

in Linkedin

EDUCATION

Certified Salesforce Administrator
July 2023

Software Engineering Immersive
Program at General Assembly,
December 2019 – March 2020

Advanced Diploma of Electrical Engineering – Automation – GPA 3.9/4
RMIT, 2014

Diploma of Electrical Engineering
RMIT, 2013

Baccalaureat Professionel Electrotechnique - Lycée du Parc de Vilgénis - France, 2002

TECHNICAL/WORK SKILLS

Apex	SOQL	Natterbox
HTML	CSS3	.NET
C#	GITLAB	PERL
JIRA	PLC	Robotics

HOBBIES

Brazilian Jiu-Jitsu
Piano
Literature

As a seasoned Salesforce Developer with a technical background in Industrial Automation & Robotics, I design and implement tailored solutions that drive business success. With native fluency in French and English, I collaborate with diverse clients to optimize their Salesforce ecosystem and unlock growth opportunities. I stay up to date with the latest Salesforce innovations and best practices to deliver effective and efficient solutions.

💼 WORK EXPERIENCE

Salesforce Developer | Techfirm – Amersports (Salomon, Wilson, Atomic, Peak Performance, Armada, Arcteryx)
August 2022 – Current

Results-driven Salesforce Developer with expertise in delivering tailored solutions to meet the unique needs of diverse clients.

- Liaised with Product Owners to understand client requirements and plan feature implementations, driving business growth and success through innovative Salesforce solutions.
- Designed and managed multiple call-centres utilising Natterbox in Salesforce, providing optimal solutions and exceeding client expectations.
- Provided Level 1 and Level 2 support to global users, ensuring seamless adoption of new features through comprehensive training programs.
- Collaborated with team leads to ensure best practices in feature implementation, staying up-to-date with the latest Salesforce technologies and trends.
- Thrived in a fast-paced, multi-brand, multi-country environment, consistently exceeding client expectations through a deep understanding of their individual needs and preferences.

Software Developer | Computershare – Communications Services
June 2020 – March 2022
- Designed, developed, and maintained scalable .NET solutions using C#, driving business growth through efficient executables and services.
- Collaborated with cross-functional teams in an Agile environment to ensure seamless project delivery and high-quality results.
- Contributed to the creation and review of comprehensive design documentation, ensuring technical excellence and knowledge sharing.
- Utilised a range of technologies, including HTML, CSS, JavaScript, React, C#, SQL, Azure DevOps, to deliver innovative solutions and optimize software development processes.
- Automated high-volume customer communications by developing Perl scripts to edit and generate letters and bills, enhancing operational efficiency and customer experience for millions of customers.

Automation Engineer | Scott Automation & Robotics
Aug 2018 – June 2020
- Spearheaded a high-stakes upgrade project for a fully automated rock laboratory in a Western Australian gold mine, achieving a 6-fold reduction in contamination levels from 30 ppm to below 5 ppm while maintaining speed performance.
- Collaborated with a geographically dispersed team of engineers across Australia and New Zealand to redesign machine components, resequence workflows, and rewrite software code.
- Successfully managed a tight 2-week shutdown timeline, ensuring seamless design, manufacturing, testing, and deployment of upgraded components.
- Delivered outstanding results, with 99% of samples achieving contamination levels below 3 ppm, exceeding client expectations and securing a multi-million dollar contract extension.

Control System Automation Technician | Sage Automation
Jan 2016 – Aug 2018
- Led a high-risk commissioning project for a fully automated Sodium Cyanide sparge system in Ivory Coast, navigating complex technical and cultural challenges to deliver results in a high-pressure environment.
- Demonstrated exceptional leadership and adaptability, motivating a team of diverse individuals with varying skill levels to work effectively in a fast-paced, dynamic setting.
- Successfully managed cross-cultural communication issues, fostering a collaborative team environment and driving progress despite significant obstacles.
- Employed agile methodologies to respond to emerging challenges, ensuring the project was delivered only 2 days past the deadline despite numerous setbacks.
- Developed and refined my leadership skills, becoming a flexible and adaptive leader capable of driving results in uncertain and challenging situations.

Service Technician | Aggreko Power Generator
Sept 2011 – Jan 2016
- Lead numerous small to medium-scale projects across Australia, consistently delivering results under tight deadlines and demonstrating expertise in high-pressure project management.
- Developed a strong track record of reliability and autonomy, earning the trust of management to independently manage and complete complex tasks with minimal supervision.
- Thrived in an environment that valued employee empowerment, leveraging my self-motivation and initiative to drive project success and exceed expectations.