

Benjamin Cunningham

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📍 Dr. Wiardi Beckmanlaan 4, 1931 BW, The Netherlands

🎂 Date of Birth: 8th March, 1989

🇦🇹 Nationality: Austrian

🐙 [Github Profile](#)

📘 [LinkedIn Profile](#)



Certified Salesforce Administrator fluent in English, German (C1), and French (B2), with expertise in CRM management, process automation, and data integration. Passionate about developing innovative Salesforce solutions, I am actively transitioning into a Salesforce Developer role specializing in Lightning Web Components (LWCs).

Technical Skills:

Project Management, Client Communication, Salesforce Admin, Sales Cloud, Postman, ERP Webhooks, Pipedream, Opero Documents/Signature, Documentation, Bug Fixing, HTML, CSS, Javascript, Vue, Quasar

Soft Skills:

- Collaborative team player
- Customer-focused approach
- Dedicated to solving problems and delivering results
- Strong communication and client-facing skills

📁 Experience

Dec 2022 -
Mar 2024

Salesforce Admin/Consultant Traineeship

[Headswap SA](#), Zurich, CH

- **Customized** Salesforce objects, fields, and workflows to align with complex business requirements, enhancing system usability by 20%.
- **Managed** user permissions, profiles, and roles, ensuring data security and compliance for over 200 users.
- **Executed** data migration and maintenance tasks, achieving 99% accuracy and preserving the integrity of Salesforce data.
- **Streamlined** operations by automating processes through tools like Process Builder, Flows, and Workflows, reducing manual effort by 30%.
- **Developed** dynamic reports and dashboards to provide actionable insights, improving sales pipeline visibility and decision-making for stakeholders.
- **Integrated** Salesforce with multiple third-party systems via Data Loader, Data Wizard, and API integrations, optimizing system interoperability.
- **Designed** and rebranded email templates to reflect updated branding guidelines, increasing email engagement by 15%.

Curriculum Vitae

Jan 2019 -
Dec 2021

Meditation Leader and Community Worker

[Humaniversity](#), Egmond aan Zee, Netherlands

- **Coordinated** meal preparation for 15-30 individuals daily, ensuring dietary needs and preferences were met in a timely and efficient manner.
- **Oversaw** household cleanliness and contributed to building maintenance, fostering a well-organized and functional living environment.
- **Developed leadership skills** by facilitating meditation sessions at Humaniversity, an international institute of therapy and education, enhancing my ability to guide and engage diverse groups.

Feb 2018 -
Aug 2018

Software Engineer

[felixideas GmbH](#), Basel CH

- **Served as a software engineer** across four companies, contributing to diverse projects and technical initiatives.
- **Facilitated training sessions** as an Assistant Trainer for Angular, Blockchain, and JS Camp courses, and independently led a web design course focused on HTML, CSS, and JavaScript.
- **Developed and deployed web applications** for Sidekicks and Letsboot, delivering scalable and user-friendly solutions.
- **Organized and co-hosted** Angular Basel and Blockchain Meetups, fostering knowledge-sharing and community engagement in the tech ecosystem.
- **Managed content creation** through regular blog posts and videos, enhancing brand visibility and engagement.
- **Coded and implemented solutions** using technologies such as Angular, Solidity, HTML, CSS, JavaScript, ExpressJS, NodeJS, Airtable, GitHub, GitLab, and Linux, ensuring robust and efficient application performance.

Aug 2013 -
Jan 2017

Waiter

[The Address Dubai Mall](#), [Käfer AG](#), [Jefferey's Thai Restaurant](#), [Palazzo Colombino](#)

- Gained customer service experience while working as a waiter in Dubai and Switzerland.

Education

May 2024

Salesforce Administrator Certification

[Salesforce.com](#), Basel CH

Feb 2022 -
Apr 2022

Full Stack Bootcamp

[SIT Academy](#), Zurich CH

- Developed full-stack applications using HTML, CSS, JavaScript, React, Redux, Python, and Django, and served as Tech Lead for the final project in a collaborative, agile team environment.

Oct 2017 -
May 2018

Front End Web Development Nanodegree

[Udacity](#), (Remote) Basel CH

- Built responsive web applications using HTML, CSS, JavaScript, jQuery, and Git.

Jun 2013 -
Jan 2011

Bachelor of Arts in Hospitality Entrepreneurship

[IMI International Management Institute](#), Lucerne CH

- Earned a Bachelor of Arts in Hospitality Entrepreneurship after 2.5 years of focused study.

Hobbies: Content creation (YouTube, video editing), meditation leadership, cooking, outdoor adventures (cycling, MTB, skiing), and continuous learning in tech and innovation.