

## **Mounir Rachdi**

**Salesforce Developer**

**Salesforce Certified X7**

### **Profile**

Experienced Salesforce Developer with over 5 years of expertise in designing and developing on the Salesforce platform. Strong mastery of the Salesforce CRM ecosystem (Configuration & Custom Development), including APEX, LWC, Lightning Framework, SOQL, SOSL, and API integration.

- 7 Salesforce Certifications (including Platform Dev II)
- Adaptability and fast learning capability
- Autonomous, rigorous, and solution-oriented
- Agile / Safe methodology

### **EDUCATION & DEGREES**

- **2018:** Master's Degree in Computer Science (Research)
- **2014:** Bachelor's Degree in Computer Science
- **2011:** High School Diploma in Computer Science

### **CERTIFICATIONS**

- Salesforce Certified Platform Developer II
- Salesforce Certified Platform Developer I
- Salesforce Certified JavaScript Developer I
- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator
- Salesforce Service Cloud Consultant
- Salesforce Sales Cloud Consultant

189 Trailhead Badges, Super Badges: Apex Specialist, Advanced Apex Specialist, Aura Components Specialist, Data Integration Specialist, Lightning Web Components Specialist

## TECHNICAL SKILLS

- **Salesforce Development:** Apex, VisualForce, SOQL, SOSL, LWC, Aura, API REST/SOAP, Bulk API
- **Salesforce Configuration:** Workflows, Process Builder, Formula Fields, External Objects, MetadataTypes
- **Deployment & DevOps:** GIT, Salesforce DX, Copado
- **Databases:** Microsoft SQL Server, MySQL, MongoDB
- **Languages:** C#, Java, JavaScript, HTML5, CSS3
- **Tools:** VS Code, IntelliJ IDEA, Eclipse, Visual Studio

## LANGUAGES

- **English:** Advanced

## PROFESSIONAL EXPERIENCE

**November 2023 – Present: ENI Energies et Services – Salesforce Tech Lead**

**Project:** Development of a contract subscription tool for Gas & Electricity

**Features:**

- Contract subscription with electronic signature on tablets or remotely with DocuSign, as well as paper signatures.

**Responsibilities:**

- Apex development, triggers, test classes, API integration, SOQL, SOSL
- Sprint planning and coordination with functional teams
- Writing technical specifications and code review
- Code review and implementation of Salesforce best practices
- Production delivery management (GIT – SFDX)

Additional experience – Salesforce Developer: B2B Salesforce solution for energy contract management (Gas & Electricity)

**Technologies:** Apex, LWC, REST API, VS Code, SFDX, Jira, DocuSign

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### **April 2022 – October 2023: Covéa Group – Salesforce Developer**

**Project Ecla:** One of the largest Salesforce projects in France (approx. 200 stakeholders) involving MAAF, MMA, GMF

#### **Responsibilities:**

- Sprint planning
- Apex development, triggers, test classes, API integration, SOQL, SOSL
- Business requirements analysis and coordination between functional and technical teams
- Writing technical specifications
- Code optimization and refactoring
- Bug fixing
- Design and implementation of GED Arender decoupling (document consultation in GED)
- LWC, APEX, REST web services
- Implementation of a CTI telephone system coupling with Kiamo-Kiwi telephony
- Development of a new CTI Connector
- Creation of a new Call Center
- Access management
- API (REST) integration with Kiamo
- Managing the traceability of inbound and outbound calls
- **Delivery:** Copado

**Technologies:** Apex, REST API, LWC, Trigger, SOQL, SOSL, Bitbucket, VS Code, Copado, Jira, Confluence

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### **June 2021 – March 2022: Niji, Total Energies – Salesforce Developer**

**Project:** Development of Experience Cloud sites for ordering Total Energies cards

#### **Responsibilities:**

- Understanding and analyzing client requirements
- Sprint planning participation
- Development of Lightning Communities & LWC

- Creation of custom Salesforce objects and profiles
- API REST & SOAP integration
- Apex unit testing

**Technologies:** Apex, LWC, Bulk API, Git, SFDX, Jira, Universigne, Payline

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### **March 2019 – December 2020: Keyrus – Salesforce Consultant & Developer**

#### **Projects:**

- Migration from Classic to Lightning application
- Development of dynamic LWC interfaces
- Attachment security & reporting
- Automatic document generation & electronic signature
- Event management application
- APEX development, REST web services, SmartyStreets API

**Technologies:** Apex, SOQL, Git, VS Code

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### **February 2018 – February 2019: Rootsaudi – C#/Xamarin Developer**

**Project:** Modeling and development of a cross-platform Warehouse Management System (WMS)

#### **Responsibilities:**

- Business requirement analysis, technical solution design
- Development of reusable dynamic components such as a search module and pagination module
- Creation of a cross-platform image compression library
- Worked on a multi-platform CRM
- Development of a Point of Sale application using Xamarin
- Debugging and resolving client issues

**Technologies:** C#, Xamarin Forms, XAML, Entity Framework, LINQ, JavaScript, HTML5, CSS3, Git

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**March 2017 – December 2017: Research Thesis - National School of Engineers of Sfax**

**Topic:** Application of Deep Learning for Intelligent Transportation Systems

- Analysis of existing solutions
- Application of the Long Short-Term Memory (LSTM) algorithm to predict traffic flow based on historical data

**Technologies:** Python 3.6, Keras Framework