



David Sousa Mendes Cruz

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PROFILE

I am currently employed at Accenture Portugal as a Salesforce Developer, specialising in Salesforce Administration, Development, and Service Cloud. With a background in mathematics from the University of Coimbra, I approach problem-solving with ease, efficiency, and creativity. My meticulous attention to detail, coupled with my computational problem-solving skills, enables me to deliver high-quality solutions. Proficient in Portuguese and English, I excel in both independent work and collaborative team environments. I am committed to continuous learning and improvement, demonstrated by my proactive pursuit of skills enhancement in Salesforce administration and development.

EXPERIENCE



Salesforce Developer | Field Force Management | Coimbra Advanced Technology Center

Custom Software Engineering Analyst

Jun 2024 – Present

App/Cloud Support Associate

Nov 2022 – Jun 2024

Key Projects:

- **Telecommunications Project:** Assessed system/process gaps and business goals. Led requirements gathering for migration from Click Software to Salesforce and developed an implementation plan.
- **Industrial/Manufacturing Project:** Enhanced DevOps processes, including master data tracking, Azure pipeline optimization, and code migration to SF unlocked packages.
- **Utilities Project:** Implemented a Salesforce tool to manage opportunities, staffing, recruiting, resources, and project financials with improved Gantt view, community access, and KPI dashboard.
- **Industrial Services Project:** Designed and developed a Salesforce solution for logistics automation, integrating assets, case management, service contracts, and SAP systems for product, project, account, and financial data management.

CERTIFICATIONS



[Salesforce Certified AI Associate](#) | Salesforce

Dec 2024

[Salesforce Certified Platform App Builder](#) | Salesforce

Dec 2024

[Salesforce Certified Administrator](#) | Salesforce

Dec 2023

[Salesforce Platform Bootcamp](#) | Cloud Coachers

Dec 2022

[Data Science, HTML, C++, C, C Advanced](#) | Programming Hub

EDUCATION

University of Coimbra | Coimbra, Portugal

Sep 2017 – Mar 2021

BSc Mathematics

- *Key Modules:* Analysis, Algebra, Programming, Databases, Numerical Analysis, Statistics, Probabilities, Geometry

Participation in VIII Iberian Modelling Week

Jul 2022

University of Porto | Porto, Portugal

Sep 2016

Summer School, Mathematics - Game Theory (Binary Games)

ADDITIONAL SKILLS

Languages: Portuguese (*Native*), English (*B2*)

Programming Skills: Salesforce (OTB, Salesforce Visual Flows, Apex, SFDX, SOQL), Mathematics (MATLAB), Object Oriented Programming (C/C++), Parallel Programming (Python), Databases (MySQL, PostgreSQL, SQLite3), Web Design (HTML, CSS, JS, PHP), Statistics (R, EViews, Microsoft Excel), Word Processing (LaTeX, Microsoft Word and Microsoft PowerPoint)

Image / video editing: Basics in Adobe Photoshop and Adobe Premiere Pro

VOLUNTEERING

Scout Group Chief at Associação dos Escoteiros de Portugal, Penamacor, Portugal **2023 – Present**
Scout since 2002

- Improved my leadership, community work and teamwork skills

Núcleo de Estudantes de Matemática da Associação Académica de Coimbra **Jun 2018 – Jun 2022**
Communication Department (Previously, Pedagogy / Scientific Training Departments)

- As the Website Developer I improved my HTML, PHP, SQL skills
- Helped organise the National Meeting of Mathematics Students 2022 (ENEMath)

HOBBIES & INTERESTS

Social Media: Co-creator and manager of one of the biggest Mathematics Memes pages on Instagram (@Juicy_Mathematical_Memes) with over 150.000 followers.

Online Programming Courses: Learning new programming concepts (such as Machine Learning) and consolidating my current programming skills.