



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

accenture

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.