

EDUARDO DIAZ

SALESFORCE ADMINELOPER

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SUMMARY

Results-driven Salesforce Developer and IT professional with over 3 years of experience in Salesforce development, administration, and integration. Proven ability to lead complex Salesforce projects, optimize IT infrastructure, and collaborate with cross-functional teams to deliver technical solutions that enhance productivity and customer satisfaction with strong problem-solving and project-management skills.

SKILLS & CORE QUALIFICATIONS

Salesforce Expertise:

Salesforce Administration, Development, Lightning Experience, APEX, Flow and Screen Flow, Data Management, Workflow Automation, Reports and Dashboards, Communities, CRM, Salesforce Integration, Customization.

IT Infrastructure & Network Management:

IT Project Management, IT Governance and Compliance, IT Security, Virtualization (VMware, Hyper-V), Cloud Computing (AWS, Azure), System Administration, Network Administration, IT Support and Troubleshooting, Database Management (SQL, MySQL).

Technical & Soft Skills:

Microsoft Office Suite, WordPress, HTML, Fluent in Spanish, Intermediate English, Problem-solving, Project Management, Cross-functional Team Collaboration, Technical Support, and Training.

EXPERIENCE

Water Link Corp

Salesforce Admineloper

01/2024 – Currently

- Developed a custom Salesforce integration with a third-party logistics management system, streamlining shipment tracking and improving operational efficiency by 30%.
- Implemented an APEX-based solution to automate freight rate calculations, reducing manual errors and saving 20+ hours monthly for the logistics team.
- Designed and deployed a Salesforce portal for real-time inventory management, enabling seamless warehouse collaboration and reducing stock discrepancies by 25%.
- Built a Salesforce flow to automate customer notifications for shipment, enhancing transparency and improving customer satisfaction scores by 15%.
- Engineered a custom APEX class to integrate Salesforce with a GPS tracking service, providing real-time delivery updates and reducing customer inquiries by 40%.

Rayo Financial Services

Salesforce Admineloper

07/2022 – 12/2023

- Developed a secure integration between Salesforce and an external banking service, enhancing user productivity by 100%.
- Implemented an APEX-driven integration with a credit scoring service, reducing fraudulent loans and improving approval integrity.
- Automated data management processes using Salesforce Data Loader and Excel, saving the team significant monthly hours.

- Created a customer ranking system using APEX and flows, informing loan decisions and improving creditworthiness assessments.
- Engineered an Apex Class to automate customer communication, expediting the delivery of renewal agreements and increasing customer satisfaction.

Incompany

Salesforce Administrator

01/2022 – 07/2022

- Tailored Salesforce Order and Order Product objects to accommodate regulatory requirements, enhancing accuracy in financial transactions.
- Developed workflow automation to seamlessly transfer critical Contract data to related Order records.
- Designed custom Visualforce pages and Lightning Components, enhancing user experience for sales representatives and administrators.
- Provided technical support and training, maximizing Salesforce capabilities and boosting end-user productivity.

Colibridge

Web Developer

01/2021 – 07/2022

- Managed WordPress installations, web design, and domain configurations, ensuring seamless website functionality.
- Supported clients by providing customized HTML designs, enhancing their branding and user experience.
- Configured PayPal integration for secure payment processing, ensuring compliance with industry standards.
- Developed contact forms to facilitate customer communication and improve client responsiveness.

Indexa IT Solutions

IT Senior Consultant

02/2017 – 04/2021

- Orchestrated local network setups, enhancing organizational communication and data transfer efficiency.
- Administered user accounts in Active Directory, managing access privileges and security.
- Developed a proxy server solution to regulate internet access, improving network security and compliance.

EDUCATION

- Bachelor's degree in computer engineering | Jose Antonio Paez University | 2016.
- Salesforce Advanced Administrator (2024).
- Salesforce Certified Associate (2023).
- Salesforce Developer I (2023).
- Salesforce Administrator (2022).
- Microsoft Certified Solutions Associate Windows Server (2017).
- Ranger Trailhead Rank (13X Superbadges).