

Eduardo Diaz Camacho

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Salesforce Developer - Rayo Financial Services

Jul 2022 –December 2023 | Miami, EEUU (Remote)

Salesforce Developer in a multi-org, multi-country Salesforce implementation in the financial industry. Responsible for delivering user stories through point and click configuration and Apex code. Experienced across Salesforce, including security, data management, process automation, and app management.

- Developed an integration between Salesforce and an external banking service to POST customer's information for lending disbursement purposes. Handled all aspects of security, using external credentials and named credentials. Wrote Apex Code to facilitate REST service calls and response processing, leading to a 100% boost in user productivity.
- Implemented a second Salesforce integration using APEX, connecting with an external credit scoring service to verify loan eligibility. Significantly reducing fraudulent loans by authenticating client identities prior to loan approval.
- Loaded data provided by the operations team using Salesforce Data Loader. Updated the file using excel formulas, reviewed the file with the operations team, and uploaded the file to the database. This saved the team multiple hours of manual data input each month.
- Engineered a customer ranking system utilizing APEX and flows, assigning grades (A to D) based on payment history. The flow updated the client's last late payment date, while the APEX class managed ranking logic. This system informs loan decisions and establishes creditworthiness for clients.
- Designed an automated flow to apply discounts to late payment fees based on agreed-upon payment dates. The flow recalculates payment amounts (principal, interest, and fees) according to user-selected discount percentages and automatically reverses discounts for missed payments.
- Developed an Apex Class to automatically email customers a PDF document with the terms and conditions of their renewal lending agreement. Used Queueable Apex to develop the functionality. This resulted in agents sending renewal agreements faster and increased customer satisfaction.

Salesforce Administrator – Incompany

Feb 2022 – Jul 2022 | Valencia, Venezuela (Remote)

Collaborated with BMW Costa Rica's Service Department to enhance vehicle servicing efficiency. In my capacity, I oversaw fundamental administrative tasks, including object and field creation, user management, and the development of basic workflows.

- Customized Order and Order Product objects to align with country and company-specific taxes and fees. Employed roll-up summaries at the Order Product level and formula fields at the Order level for comprehensive price calculations.
- Created a workflow to automate the transfer of critical customer Contract data to their Order and Order Product records. This streamlined the transition and saved sales agents 50% of their time during the process.

Web Developer – Colibridge

Jan 2021 – Jul 2022 | Valencia, Venezuela

Web developer experienced in WordPress installation and configuration, database configuration, web design, domain, and hosting configurations.

- Supported client WordPress needs by providing HTML design suitable to their needs.
- Configured PayPal with WordPress to facilitate payments from customers.
- Created a contact form to receive customer information directly to the customer service email address.
- Uploaded content in WordPress on behalf of clients.

Senior Consultant – Indexa IT Solutions

Feb 2019 – Apr 2021 | Valencia, Venezuela

Professional server administrator and help desk support agent with expertise in Windows server installation and configuration. Responsible for configuring LAN, WAN, VLAN networks, and proxies within the company.

- Setup local networks to communicate computers and points of sale. Configured Zebra printers at the network level.
- Responsible for creating users in Active Directory Domain Services (ADDS) and for configuring group policies within Windows server to prevent the use of USB drives within the company.
- Created a proxy to block unwanted pages to prevent users from accessing unauthorized pages within the company.
- Configured emails using the POP3 protocol for the customer to store their e-mails locally. Support helping customers on the sales floor (cash registers) so that the operation was not interrupted abruptly, and customers did not lose so much time.

Systems Consultant – BitWorld

Oct 2017 – Feb 2019 | Valencia, Venezuela

Server administrator specializing in DNS DHCP and ADDS using Kerio control. Responsible for preventing prolonged business interruptions.

- Installed and configured Windows Server 2012.
- Operation help desk, at the level of Windows software failures and at the hardware level.
- Use of Kerio Control software such as DNS, DHCP and proxy to help communication between computers connected to the network and restrict certain web pages, increasing the performance of the company.

Systems Analyst - TuConexionUSA

May 2014 – Oct 2017 | Valencia, Venezuela

- Design of HTML templates to list in Mercadolibre.com, an online marketplace like eBay.
- Designed a shipping management system using Trello to increase communication and logistics efficiencies.

Education

- Salesforce Advanced Administrator March 2024
- Salesforce Certified Associate May 2023
- Salesforce Developer I Feb 2023
- Salesforce Administrator Jul 2022
- Microsoft Training Course Certified Solutions Associate Windows Server 2012 Dec 2017
- Bachelor of Computer Engineering – José Antonio Páez University Spring 2016
- 9X Trailhead Superbadges – Ranger Trailhead Rank