# 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-partylogistics 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).