MARK SORO

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PROFILE SUMMARY

Salesforce-certified software developer with proficiency in Apex, Lightning Web Components, and declarative tools. Skilled in configuring and enhancing functionality on the Salesforce platform using both declarative and programmatic solutions to create robust applications and automate business processes. With a background in JavaScript, Python, and the MERN stack, I bring a comprehensive skill set and a collaborative, solution-driven approach to each project, consistently delivering high-impact, scalable solutions tailored to organizational needs.

TECHNICAL SKILLS

Apex, Lightning Web Components, JavaScript, HTML, CSS, React, Python, SQL, SOSL, VersionOne, Flosum, Jira, Git, VS Code

WORK EXPERIENCE

SkillStorm, Remote   *April 2024 - present*
*Salesforce Developer (Contracted to **Accenture Federal Services**, July 2024 – March 2025)*
Developing and optimizing Salesforce solutions for a major Federal Government project with high compliance and security standards.

- Designed and implemented scalable Salesforce solutions adhering to best practices and coding standards, ensuring long-term stability and maintainability.
- Developed and customized applications using Apex, JavaScript, and Lightning Web Components (LWC) to enhance functionality and meet business requirements.
- Configured and optimized Salesforce automation using flows, custom objects, and relationships to streamline business processes and data management.
- Conducted system testing, debugging, and deployment using Flosum CI/CD pipelines, ensuring seamless and error-free releases.
- Managed code deployments across multiple environments, minimizing disruptions and ensuring smooth, efficient releases.
- Actively contributed to Agile development cycles, participating in sprint planning, daily standups, reviews, and retrospectives to align technical solutions with business objectives.
- Researched and resolved defects by diagnosing issues, implementing structured solutions, and conducting rigorous unit testing to maintain code quality.
- Collaborated with developers and testers to align technical solutions with system requirements, enhancing application performance and stability.
- Optimized USPS service request handling, reducing manual interventions and improving resource allocation.
- Enhanced user experience by implementing flow redirects, ensuring accurate routing of service requests for faster resolution.
- Navigated and enhanced a highly complex Salesforce org with interconnected Apex classes, multi-stage flows, and strict compliance requirements, demonstrating strong troubleshooting and system comprehension skills.

Mandarin Oriental Hotel and Salamander Hotel, Washington, D.C.   *September 2017 - June 2023*
Assistant Purchasing Manager

- Created scripts improving month-end processes by 75%. Supervised associates. Responsible for $1 million in annual purchasing.

TECHNICAL PROJECTS

Watt Wise - Utility Management Solution   *SkillStorm*

- Developed custom components using Apex and Lightning Web Components improving customer utility oversight. **[Read More]**

EDUCATION

Software Engineering Certificate   *October 2023*
*Per Scholas**, National Capital Region*

Bachelor of Science   *March 2009*
Lyceum of the Philippines University, Manila

CERTIFICATIONS

- Certified Salesforce Platform Developer I   *June 2024*
- Certified Salesforce Administrator   *May 2024*

ADDITIONAL

Languages: Fluent in English and Tagalog   **Work Authorization:** Authorized to work for any U.S. employer (U.S. Citizen)