

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. Experienced with JavaScript, Python, and the MERN stack, bringing a solution-driven, collaborative approach to [deliver high-impact, scalable solutions tailored to organizational needs](#).

TECHNICAL SKILLS

Apex, Lightning Web Components, Visualforce, JavaScript, HTML, CSS, React, Python, SQL, SOSL, Flosum, Git, GitHub, Agile, SDLC

WORK EXPERIENCE

Salesforce Developer

July 19, 2024 – March 14, 2025

SkillStorm contracted to **Accenture Federal Services**, Remote

- Developed and optimized Salesforce solutions on a large-scale Customer 360 (C360) platform, delivering enhancements in a high-compliance, security-focused environment supporting millions of users.
- Built scalable, maintainable solutions using Apex, JavaScript, and Lightning Web Components (LWC) to enhance platform functionality and meet evolving business needs.
- Created backend logic and form flows to streamline service intake processes and improve data quality.
- Configured custom objects, validation logic, and automation flows to reduce manual effort and improve accuracy.
- Managed CI/CD efforts using Flosum, handling deployments, debugging, and release across multiple environments.
- Actively participated in Agile ceremonies, ensuring alignment between technical deliverables and business goals.
- Resolved critical defects through root cause analysis, structured debugging, and rigorous unit testing.
- Partnered with cross-functional teams to improve system performance, reduce bottlenecks, and maintain code quality.
- Reduced inquiry backlog by automating common request patterns and improving resource allocation.
- Improved case inquiry routing through dynamic flow redirects, enhancing UX and reducing processing delays.
- Independently owned and delivered user stories, contributing to major platform enhancements impacting millions of users.
- Optimized complex business logic in a high-compliance org with interconnected Apex classes and multi-stage flows.

Assistant Purchasing Manager

September 19, 2017 - June 20, 2023

Mandarin Oriental Hotel and Salamander Hotel, Washington, D.C.

- Streamlined month-end processes by 75%. Supervised associates. Responsible for \$1 million in annual purchasing.

TECHNICAL PROJECTS

[Watt Wise - Utility Management Solution](#)

SkillStorm

- Developed custom Apex and JavaScript components to display aggregated utility data, improving customer visibility and simplifying account monitoring; configured custom objects and optimized record pages for usability. [\[Read More\]](#)

EDUCATION

Salesforce Developer Training

July 12, 2024

SkillStorm, Remote

Software Engineering Certificate

October 13, 2023

Per Scholas, National Capital Region

Bachelor of Science

March 31, 2009

Lyceum of the Philippines University, Manila

CERTIFICATIONS

- [Certified Salesforce Platform Developer I](#) June 21, 2024
- [Certified Salesforce Administrator](#) May 24, 2024

ADDITIONAL

Languages: Fluent in English and Tagalog

Work Authorization: Authorized to work for any U.S. employer (U.S. Citizen)

Federal Screening: Cleared Public Trust Background Investigation (USPS)