

# Ben Sarac

## Professional Summary

- Certified Salesforce developer with 3+ years of experience in Salesforce Admin and Developer roles, adept at enhancing efficiency and tackling complex business challenges.
- Experienced in successfully implementing and working with **Salesforce Sales Cloud** and **Service Cloud**, with an understanding of **Salesforce Financial Service Cloud** and **Health Cloud** and actively studying Experience / Community Cloud.
- Skilled in managing users, profiles, and roles in Salesforce, as well as implementing **security** and sharing rules at the **object, field**, and record levels.
- Proficient in building Salesforce org in agile environments, utilizing built-in automation tools such as **Process Builder**, **Approval Process**, **Validation Rules**, **Formula Fields**, **Roll-up Summary Fields**, and page layout customization to automate business processes and avoid redundancy.
- Experienced in creating standard and custom objects, establishing master-detail and lookup relationships, and developing custom business logic and integrations with **Apex classes**, **Triggers**, **Unit Tests**, and **Batch jobs** while adhering to best practices to prevent **Governor Limits**.
- Skilled in leveraging **Salesforce Inspector** to analyze and troubleshoot Salesforce configurations, including debugging Apex code and optimizing system performance.
- Proficient in utilizing **Data Loader** for efficient data migration, synchronization, and manipulation tasks in Salesforce.
- Experienced in utilizing pre-built tools such as **Screen Flow**, **Record Triggered Flow**, **Schedule-Triggered Flow**, **Platform Event-Triggered Flow**, and **Auto-Launched Flow** that do not require significant coding expertise.
- Skilled in incorporating third-party platforms through Salesforce API **Web Services**, including **RESTful** APIs and tailor-made **REST** API Services.
- Knowledgeable in effectively leveraging **MuleSoft** for seamless integration of third-party applications.
- Proficient in utilizing **Postman** as a comprehensive integration testing tool for ensuring seamless functionality and interoperability.
- Experienced in utilizing **Workbench** as a comprehensive web-based tool for data management, metadata retrieval, and API testing.
- Experienced in developing custom components, controllers, reusable Lightning Web Components (**LWC**), and **Aura** components using **LDS** for building custom Lightning Pages as per business requirements.
- Hands-on experience with **Copado** and **Change Set** deployment tools to design and implement efficient continuous integration and deployment pipelines for Salesforce.

✉ bensarac23@gmail.com  
☎ +1(225) 366 9290  
📍 Baton Rouge, LA 70817  
🔗 [linkedin.com/in/ben-sarac](https://www.linkedin.com/in/ben-sarac)  
🔗 [trailblazer.me/id/bensarac](https://trailblazer.me/id/bensarac)  
🔗 <http://tinyurl.com/ben-sarac>

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## Skills

- Apex, Trigger, Test Class
  - Validation Rules
  - Workflow Rules / Approval Process
  - SOQL & SOSL
  - Salesforce APIs (REST, SOAP)
  - Flows
  - LWC
  - Integration
  - Workbench / Data Loader
  - Salesforce Inspector
  - Reports & Dashboard
  - Agile Methodology / Scrum framework
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## Education

2016  
**University of Nairobi**  
Nairobi, KENYA  
MBA: Advance Strategic Management

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## Certifications

- Salesforce Certified Platform Developer 1 (Cred. ID:2724825)
- Salesforce Certified App Builder (Cred. ID:2674140)
- Salesforce Certified Administrator (Cred. ID:2571988)
- Trailhead Ranger / 135 Badges

- Proficient in **Agile** methodologies and tools such as **Jira**, **Git**, and **CI/CD** pipelines.
- Possess a growth mindset and passion for continuous learning, improvement, and innovation with strong problem-solving skills, critical thinking ability, and excellent interpersonal and communication skills that enable effective collaboration in a fast-paced, high-growth environment.

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## Work History

### Amplify - Salesforce Developer

New York, NY

08/2022 - Current

- As Salesforce Developer, demonstrated proficiency in developing customized solutions using Apex coding.
- Created classes, **triggers**, **unit test** and **batch** jobs to automate processes and increase efficiency.
- In managing data access and manipulation, utilized **SOQL**, **SOSL**, import/export scripts, and test-driven development practices with Apex to ensure data accuracy and consistency.
- Implemented Salesforce Flows such as **Screen Flow** and **Record-Triggered Flow** to improve efficiency overall and optimize corporate operations.
- Hands-on experience in connecting Salesforce with external systems through **REST**, connectors and Apex web services, in order to optimize processes and improve functionality.
- Utilized skills in user interface design to create engaging and user-friendly interfaces with Lightning Web Components ( **LWC** ), using JavaScript, HTML, and CSS.
- Efficiently managed and analyzed data with **Salesforce Inspector** to inspect and edit records, and streamline data analysis and **Data Loader** to import, export, and manipulate large amounts of data.
- Designed and customized Salesforce **reports** and **dashboards**, giving management and stakeholders useful information.
- Optimized performance and deployment through code analysis, metadata management, custom solution deployment with Salesforce CLI, and performance monitoring.
- Delivered high-quality project results within constrained timeframes by working with cross-functional teams in Agile/**Scrum** framework.
- Maintaining proactive knowledge of new Salesforce platform releases, features, and best practices to ensure optimum system performance during diverse business engagements.

### Hello Fresh - Salesforce Administrator / Developer

New York, NY

02/2020 - 07/2022

- Skilled in managing and configuring **Sales** Cloud, **Service** Cloud, and Salesforce custom applications to align with business needs

- Copado Fundamentals 1 (Cred. ID:023228)
- Jira Fundamentals Badge (Cred. ID:230673766)

- Proficient about designing and maintaining custom objects, **fields**, **validation rules**, **page layouts**, and workflows.
- Experienced in controlling user roles, permission sets, and profiles to maintain **data security** and access control across organization.
- Adept at using built-in tools such as **Flow Builder**, Approval Process to design and implement automation solutions to streamline operations.
- Utilized **SOQL**, **SOSL**, import/export scripts, and test-driven development methodologies with **Apex** to manage data access and manipulation, ensuring data accuracy and consistency.
- Hands-on experience in integrating Salesforce with external systems through use of **REST**, custom connectors, and **Apex** web services to improve functionality.
- Created compelling and user-friendly interfaces with Lightning Web Components (**LWC**) employing user interface design expertise with JavaScript, HTML, and CSS.
- Designed and altered Salesforce **dashboards** and **reports** provided management and stakeholders with meaningful data.

### HealthyU - CRM Specialist

Baton Rouge

09/2018 - 01/2020

- Skilled in analyzing business requirements and customizing CRM solutions to address specific organizational needs, fostering seamless customer interactions and data-driven decision-making.
- Adept at creating and managing CRM reports and dashboards to monitor and analyze key performance indicators (KPIs), supporting data-driven decision-making across departments.
- Experience in integrating CRM systems with other business applications, such as marketing automation tools, email systems to create unified technology ecosystem.
- Strong ability to provide end-user training and support, ensuring high user adoption rates and maximizing value of CRM investments.
- Maintained detailed customer records for exceptional service which increased sales by 20%.
- Utilized problem-solving, troubleshooting, and communication skills for tailored CRM solutions.
- Executed process enhancements to influence organizational culture, streamline methods for increased efficiency, and support company development and growth.