

CESAR FORERO

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SENIOR SALESFORCE DEVELOPER LEAD

Highly motivated Information Technology professional with 10+ years of experience working in the software industry. Proven ability to prepare High-Level design and technical design documents. A self-starter that has demonstrated the ability to develop Proof of Concepts and design prototypes for the requirement and design validation with stakeholders. Motivational leader who has conducted breakout sessions with other teams to resolve design conflicts and address concerns.

CERTIFICATIONS

- Salesforce.com Certified Platform 1
- Salesforce.com Certified App Builder
- Salesforce.com Certified Sales Cloud Consultant
- Salesforce.com Certified Administrator
- Salesforce.com Certified Developer
- 401 CPQ Technical Certification
- 201 Certification: XAuthor
- 202 CPQ Certification
- 310 – CPQ Implementation Practices Certification
- 201 CLM Product Certification
- 201 CPQ Essentials Certification
- Certification Microsoft MCTS 70-536

TECHNICAL QUALIFICATIONS

Languages & Software: Apex, VisualForce, Triggers, JavaScript, HTML, JQuery, NPSP package, CPQ Apttus, CPQ steelbrick, salesCloud, Service Cloud, Marketing Cloud, Pardot, FromAssembly, DocuSign, Dropbox, Conga, PayPal, Dta.com, SOQL, SOSL, MS Access, MySQL, SQL Server, Jitterbit, MuleSoft, Informatica Cloud, SAP and ERP 3rd party integration, SaaS, SOAP UI, Rest API, Dataloader, Workbench, aside.io, eclipse, CSS, AngularJS, JSON, GIT, ANT, IDE, IntelliJ, VS Code, HTML5, CSS3, SASS, Protractor, REST and SOAP Api, SSL, SAML 2.0, OpenId Connect, OAuth 2.0, VMWare, API limits, Salesforce, Java, C, HTML, JavaScript, CSS, XML, Agile, Scrum, SDLC, Zapier

PROFESSIONAL EXPERIENCE

SALESFORCE TECHNICAL LEAD. GridX, Freelance, Jun 2020– Present.

Responsible for delivery on Salesforce solution specialized for the utilities industry (e.g., rate analytics, billing, key account management, customer engagement in addition to the full meter-to-cash business process). Doing this to go beyond the Meter-to-Cash process, help utilities save money, and meet the aggressive state and national energy reduction mandates.

- Utilities business flows.
- Community Cloud development and configuration focusing on Aura and LwC.
- Apex Exchange Products release and publish on the market.
- Data Migration using data loader and API integration for recurring update of the data in a timely manner.
- Data Management.
- Jira management, GitHub admin source.
- LC, LwC, VisualForce, Apex, API soap.
- Integration, rest API, React, and others.
- Scrum and water fall methodology.

SENIOR TECHNICAL LEAD. Rackspace, Jan-2019 – Jun 2020. *(Rackspace acquired RelationEdge)*

Using the Salesforce platform (Sales Cloud, Service Cloud, Marketing Cloud, Field Service) and third-party applications (Zapier, Apptus, Steelbrick, Boomi, Jitterbit), playing a critical role in designing, enhancing and implementing effective and scalable solutions across many business functions.

- Work in a post implementation CPQ Steelbrick project giving support to the issues of the business on a daily basis, and creating new developments and configurations based on the company's needs.
- Building products bundle, sales reps can now see a real-time display of any changes they make to product pricing.
- Evaluate the major functional releases of Salesforce and CPQ for suitability to the business processes Perform code reviews and guide code development.
- Work with backend systems, integration, and data warehouse team members to implement integrated data and process flows. Analyze and recommend improvements to existing data and process flows.
- Hands-on experience implementing CPQ in the software industry with the complex product structure, with pricing, focusing on companies' multi-language/multi-currency.
- Work directly with clients throughout the development lifecycle - design, program, test, deploy, enhance and support/maintenance of Salesforce.com CPQ and declarative solutions needed by final user.
- Document each customer interaction and provide weekly status reports
- Manage customer relationships across multiple business divisions throughout the implementation process: Salesforce Admins; end-users; and executives
- Participate with customer success and support teams on projects focused on customer development and retention
- Develop high quality, reusable and maintainable code using Apex, Visual Force, SOQL, Apex Triggers and integrating Force.com systems with third party systems for enterprise using SOAP and REST services.
- Deep understanding of Salesforce platform, with responsibilities that include the design and build of Apex code, Visualforce pages, flows, and the salesforce.com APIs. High skills in all relevant Salesforce development frameworks.
- Collaborate with product owners, business Subject Matter Experts (SMEs), and technical team members to translate business needs into Salesforce technical solutions.

SENIOR SALESFORCE DEVELOPER/INTEGRATION RelationEdge, USA Jan-2018 - Jan-2019. *(Rackspace acquires RelationEdge)*

Built Apex classes utilizing test classes, ensuring comprehensive coverage of development. Efficiently create Visual Force pages for UI interaction using JS, jQuery, Angular, etc. Effectively developed integrations with legacy systems, utilizing Middleware, REST, and SOAP communications. Managed lightning transmission process from Salesforce classic.

Actively participated in the planning process to populate new organizations within Salesforce from legacy systems with information relevant to daily operations.

- Designed and implemented business technology solutions focused on Salesforce.
- Heavily involved in developing business requirements, specifications, process flows, application design, application configuration, testing, and deployment.
- Professionally works directly with clients to lead projects, facilitates business process analysis sessions, and develops and delivers key components of technology solutions.
- Directly contributes to the growth of the company through leadership, development of solution accelerators, reusable assets, and participation and ownership of other operational areas, such as recruiting and training.
- Successfully provides mentoring and guidance to other team members.

SENIOR DEVELOPER SALESFORCE, (2015-2018) Globant, USA Dec-2009-Jan-2018. *(Globant acquires Avanxo)*

Successfully led post-implementation projects for Novartis Latin America, Central American (CAC), and Brazil Support. Proactively provided support for a nonprofit organization, using the package from Salesforce NPSP. Participated in presale post-implementation projects for Chartis and Novartis, providing integrations in Canada, the United States, throughout South America, as well as assisting with internal solutions.

- Performed abstraction processes along with associated assessment architecture, generating new solution models based on cloud computing technologies.
- Extensive use of different technologies from application exchange market, including DropBox, DocuSign, Form Assembly, NPSP, and Zapier.
- Participate actively in projects(X6) with Apttus CPQ, from the development and admin perspective, in projects on USA.

- Effectively developed integrations with legacy systems, utilizing Middleware, REST, and SOAP communications.
- Always proposed the best implementation using the Salesforce solution.
- Conducted requirements and solution concept workshops.
- Facilitated business process analysis and automation discussions.
- Demonstrated thorough understanding of business process by documenting requirements, end to end process flows, etc.
- Guided best practices for security model, mobile deployment strategies, workflow, data validation, and analytics.
- Conducted analysis of systems specifications and use analysis and diagramming tools to represent business and technical processes.
- Engaged with business stakeholders to gather and analyze requirements and map them to solutions that leveraged Salesforce functionality.
- Demonstrated Salesforce capabilities to solve business problems by implementing Proof of Value pilots and producing the supporting documentation.
- Managed relationships with stakeholders to achieve project goals.
- Maintained collaborative relationships with external vendors to achieve project goals when necessary.
- Participated in the evolution of team best practices, standards, and processes.
- Stayed current with the periodic Salesforce releases and leveraged the updates applicable to the company.
- Participated in planning, documentation, execution, testing, and launch of projects.
- Developing projects onsite face to face with the client for requirements gathering, delivery and training for the final solution Colombia/USA/Canada/Mexico/Brazil
- Working closely on projects end to end and partial, with industries in the sector of Financial, banking, medical, pharmaceutical, machinery, marketing, nonprofit, education, tourism, insurance, IT, stock market, utilities, food, energy, healthcare, manufacturing, wealth management etc.

SALESFORCE ADMINISTRATION CONSULTANT, (2012-2015) Globant, USA.

- Managed lightning transmission process from Salesforce classic.
- Made educated Salesforce decisions that helped the company progress in the right direction and grew within.
- Demonstrated expert knowledge of Salesforce best practice and declarative work.
- Designed and created custom products, fields, tabs, reports, role-based page layouts, report folders, Visualforce pages, snapshots, dashboards, Apex classes, controllers, triggers, report extractions in a variety of formats, as well as many other components based on client and application requirements.
- Working in several project in large organizations with Salesforce org unlimited editions and +500 user +5 countries +5 languages, Service Cloud, Sales Cloud, Marketing Cloud, Force.com.

SALESFORCE DEVELOPER CONSULTANT, (2009-2012) Avanxo, USA. *(Globant acquires Avanxo)*

- Designed and implemented cross-platform, multilanguage solutions for situations requiring massive multicountry integrations to legacy systems, utilizing Force.com as a development tool.
- Using declarative tools, efficiently developed systems with some Apex and Visualforce components.
- Collaborated with Apex and Visualforce development specialists to build advanced solutions and fulfill document system design requirements.

.NET DEVELOPER – Summit Systems, COL **July-2009**

.NET DEVELOPER – Wizenz Technologies, COL **Jan-2009**

JAVA DEVELOPER – Paris Brothers, Inc, USA **Oct-2008**

APPLICATION JAVA DEVELOPER – Update International, USA **2007 – 2008**

SIGNATURE SKILLS & CAPABILITIES

- Provides hands-on technical leadership in research, design, and implementation on existing and future Salesforce products. Conducts walk-through, requirements gathering meetings and works with stakeholders to ensure the right solution — strong understanding of user acceptance testing protocols and methodologies.
- Performs GAP analysis of business rules, business and system process flaws, user administration, and requirements, ensuring compliance requirements are met. Possesses a comprehensive understanding of CRM business processes like Lead Management, Account Management, Case Management, Order Management, Contact Management, etc.

Areas of Expertise:

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| ▪ Salesforce ImplementationX20 | ▪ Time Management | ▪ HTML, JavaScript, CSS, XML |
| ▪ Technical Leadership | ▪ User Acceptance Testing | ▪ Agile, Scrum, SDLC |
| ▪ Requirements Gathering | ▪ End User Testing | ▪ Salesforce Business Analysis |
| ▪ Gap Analysis | ▪ Performance Optimization | ▪ Communication |
| ▪ CRM Business Processes | ▪ Data Management | ▪ Salesforce Support |
| ▪ Solution Designing | ▪ 3 rd Party Integration | ▪ Teamwork |
| ▪ Lightning Transition/Migration | ▪ Data Migration & Workflows | ▪ Lightning Components |
| ▪ Process Builder | ▪ Approvals & Validation Rules | ▪ Web Services |
| ▪ Agile Methodologies/SCRUM | ▪ Object-Oriented Programming | ▪ Regular Expressions |
| ▪ Users, Roles, Profiles, Fields | ▪ Workflows & Dashboards | ▪ Validations & Sandboxing |
| ▪ Test Classes & Source Control | ▪ Security & Authorizations | ▪ Algorithm Design & Analysis |
| ▪ POC's & Pre-Sales Engineering | ▪ Network Operations & Design | ▪ Security Analysis & Operations |
| ▪ Backup, Recovery, & Disaster Recovery | ▪ Server Operating Systems | ▪ Load Balancing & Storage |

EDUCATION AND LANGUAGES

Bachelor of Science – Software Engineering

School of Engineering, Computer Science 2007(GD)

Languages: English (Bilingual) , Spanish(Native) and Portuguese(Proficient)