Richard Santos

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EXPERIENCE

Accenture Inc. - Package App Development Analyst

October 2022 - Present

Responsibilities:

Client - Australian Bank

- Created and refined user stories and solutions.
- Developed Apex and LWC components for the custom object Plan to implement dynamic related list functionality that's not supported by Salesforce's out-of-the-box features.
- Managed two Salesforce Orgs: RMS and Bank.
- Built Record-Triggered Flows to auto-update Opportunity Close Date.
- Created permission sets, permission set group, sharing rules, and profiles.
- Designed Lightning Record Pages and Layouts.
- Wrote unit tests and deployed to QA using Workbench, Git, and Jenkins.
- Handled Git feature branches and code deployments.

Client - Australian University

- Developed UI components using Lightning Design System.
- Took ownership of all UI development and Experience Cloud website-related tickets.
- Assisted other developers with design and UI issues in the Salesforce org.
- Analyzed bug tickets and user stories from Jira.
- Managed Git feature branches.
- Retrieved/deployed metadata using Org Browser and VS Code.
- Wrote unit tests and peer-reviewed code.
- Submitted pull requests and resolved merge conflicts.

Accenture Program - Bench

- Completed Trailhead modules (Admin, Apex, LWC).
- Built a basic calculator using Lightning Web Components.
- Passed Salesforce Certified Associate exam.

Client - Swiss Multinational Company

- Developed Scheduled-Triggered Flow to automate daily updates.
- Prepared preliminary and detailed estimates based on the client's requirements.
- Create Functional and Technical Design Documents.

- Created reports and dashboards for their backlog information and easy decision-making processes.
- Implemented declarative changes: custom objects, fields, formulas, flows, and validation rules.
- Performed mass data uploads in Salesforce CRM.
- Deployed changes in Production using change sets.
- Provide knowledge transfer to AM Team (Support).

Accenture Program - Salesforce Developer Bootcamp
- Completed training in Salesforce Admin, Apex, and LWC.

Skills:
- Salesforce Sales Cloud and Experience Cloud
- Lightning Design System and Lightning Web Component (LWC)
- Salesforce Admin Configuration or Salesforce Declarative
- Apex Class
- Rest API and Postman
- Git, Bitbucket, WorkBench and Jenkins
- Flow Builder, Record Pages, Permission Sets
- Salesforce Inspector, Data Loader
- SOQL and SOSL
- HTML, CSS and Javascript

Quantum X - Web Designer
June 2021 – October 2022

Responsibilities:
- Collaborated with Quality Assurance (QA) teams and clients to discuss and refine website design, scope, and functionalities, ensuring alignment with project goals.
- Incorporated user feedback and client requests into web design.
- Created visually appealing web designs based on user feedback and specific client requests.
- Transformed web designs into functional websites, implementing front-end and back-end functionalities for seamless user experiences.
- Executed the integration of backend functionality, ensuring efficient data processing and server-side operations.
- Collaborated with cross-functional teams to align backend development with overall project objectives.
- Utilized GIT and Bit Bucket for version control, ensuring a systematic and organized approach to code management.
- Implemented regular backups for websites, enhancing data security and providing a safety net for potential issues.
- Implemented and maintained websites and web applications, ensuring they remained up to date with the latest features and security patches.

- Conducted regular checks to identify and address any potential issues, contributing to the overall reliability of websites.

Skills:
- Adobe Photoshop, Figma
- HTML, CSS, JavaScript, AOS Library
- PHP
- Laravel
- GIT
- Bit Bucket
- MySQL
- Jira
- Wordpress

Online Thinkers Technology – Web Developer

July 2018 – June 2021

Responsibilities:
- Developed 30 WordPress websites, meeting client requirements for design, scope, and functionality.
- Implemented client feedback to refine website designs and functionalities, ensuring high satisfaction levels.
- Carried out website updates and customization using leading page builders, including Elementor, WP Bakery, and Beaver Builder.
- Utilized advanced features of page builders to create visually appealing and user-friendly websites.
- understanding the needs of client by strategically utilizing plugins to enhance website functionalities.
- Implemented and configured Contact Forms or Ninja Forms based on client requirements, providing seamless communication channels for website visitors.
- Optimized website speed and performance, enhancing user experience and search engine rankings.
- Managed the back-end of websites, handling database and cPanel server to ensure seamless website operation.
- Implemented security measures, regular updates, and backups for reliable website performance.
- Provided comprehensive Content Management System (CMS) training modules for clients, empowering them to manage and update their websites efficiently.

Skills:
- WordPress, Joomla and Wix

- Elementor, WP Bakery, Beaver Builder
- MySQL, phpMyAdmin
- cPanel, FTP
- Speed testing tools, caching techniques
- Wordfence Plugin
- CMS training modules, client support

Certification

- Salesforce Certified Associate

Education

City of Malabon University - Bachelor of Science in Information Technology
Tertiary
December 2018

Tugatog National High School
Secondary
March 2014

Epifanio De Los Santos Elementary School
Primary
March 2010