

RICARDO SIMÕES

S A L E S F O R C E D E V E L O P E R



- +351 938 672 322
- ricardosimoesrs2013@gmail.com
- www.ricardosimoesdev.pt
- Porto, Portugal

PROFILE

Salesforce Developer with 5 years of experience delivering end-to-end solutions across banking, HR, retail and healthcare. Proficient in Apex, Lightning Web Components, Aura and Flows, with hands-on experience in Financial Services Cloud, Service Cloud and Field Service Lightning, REST/SOAP integrations and multi-environment deployments using Git, SFDX, Copado and Azure DevOps. Uses Claude Code and AI agents daily to accelerate development, code review, incident analysis and documentation, while owning architecture and risk decisions.

SKILLS

- Apex, LWC, Aura, Visualforce
- Flows
- SOQL
- Claude Code / AI Agents
- Copado
- Azure DevOps
- Git / SFDX
- JavaScript
- Front End Coding

LANGUAGES

- Portuguese
- English

EDUCATION

UNIVERSIDADE FERNANDO PESSOA
Degree in Computer Systems
Engineering · 2021

CERTIFICATIONS

- Salesforce Certified Associate
 - Salesforce Certified AI Associate
 - Salesforce Certified Administrator
 - Salesforce Platform App Builder
 - Salesforce OmniStudio Developer
 - Salesforce Platform Developer I
 - Salesforce Agentforce Specialist
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- Copado Certified Fundamentals I
 - Copado Certified Fundamentals II
 - Copado Certified Fundamentals I SFP

EXPERIENCE

Salesforce Developer · Tech Remote Hub · 2021 – Present

VASS – CARELINK HEALTH (Healthcare, UK)

- Built the Yearly Rota board for surgical theatre scheduling on Field Service Lightning, and unified the yearly and weekly Gantt boards around a shared booking model with resource-assignment eligibility validation.
- Used Claude Code across the delivery cycle: generating Apex, LWC and Flow code, reviewing code and requirements for gaps and risks, and preparing deployments between environments.
- Implemented CloudFiles Document AI, an AI-powered OCR solution that extracts data from PDFs and scanned documents and maps it onto Salesforce records through Flow automation.
- Resolved production bugs across the Apex, LWC and Flow layers, using Claude Code for root-cause analysis.

LEROY MERLIN – CUSTOMER CARE PLATFORM (Retail, PT)

- Sole developer owning the full Salesforce implementation for customer care and scheduling, including SMS provider migration, MDM v2 address enrichment and GDPR data deletion.
- Designed REST/SOAP integrations (MDM, Google Calendar/Drive, Twilio, Pyxis) with Named Credentials.
- Built Batch/Queueable Apex and Custom Metadata-driven logic, with test coverage above 90%.
- Set up a Claude Code workflow (project instructions, Salesforce agent, custom skills) running implementations and peer reviews in parallel; used Claude for production root-cause analysis and deployment documentation.

RRA – RUSSELL REYNOLDS (HR, UK)

- Developed new features and bug fixes on top of the Bullhorn app.
- Used GitHub Copilot to accelerate feature development and bug fixing across Apex and LWC.
- Worked closely with QA on fixes in higher environments, and handled deployments using Git and Azure DevOps.

CAIXA GERAL DE DEPÓSITOS (Deloitte Team · Banking, PT)

- Lead developer for fraud and scam report handling features (Apex, LWC, Aura, Visualforce).
- Owned delivery and deployments with SourceGit.

STANDARD BANK ANGOLA (Deloitte Team · Banking)

- Worked on a large-scale Financial Services Cloud programme.
- Took part in cross-team design reviews and deployed with Copado.