João Tiago de Oliveira Vieira

Salesforce consultant & developer
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Summary

Salesforce functional consultant and developer. I turn business rules into solutions: Sales Cloud, Service Cloud and Community Cloud for strategic accounts, with a focus on technical architecture and team leadership.

Experience

Salesforce Functional Developer — Visum Digital

Feb 2024 – present

- Built a Salesforce rebate management solution for a large client's key accounts.
- Built a custom Azure DevOps to Movidesk integration that sharply reduced manual ticket handling.
- Redesigned the team's ticket workflow and management in Azure DevOps.

CRM Trainee — Visum Digital

Aug 2023 – Feb 2024

Intern — Visum Digital

Nov 2022 – Aug 2023

IT Technician — Senac

2016

Education

UNESP — Computer Science

Certifications

Advanced Administrator · Administrator · AI Specialist · Data Cloud Consultant (+4)

Stack

Sales Cloud · Service Cloud · Agentforce · Apex / SOQL · LWC · Flow Builder · Integrations · Data Cloud · LLMs · Scrum