

CHIMANKPAM WILSON

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SALESFORCE DEVELOPER / ADMINISTRATOR

Results-driven Software Developer with 4+ years of experience in Salesforce Development, Salesforce Administration, and DocuSign for Salesforce integrations within Wealth Management and Financial Services environments. Skilled in Salesforce automation, System maintenance, Apex development, system integration, workflow optimization, and enterprise document management solutions. Experienced in delivering scalable Salesforce and DocuSign integrations that improve operational efficiency and enhance client experience. Focused on building solutions that reduce friction, streamline workflows, and help teams work more efficiently and confidently. Proven ability to translate business requirements into secure, scalable, and maintainable Salesforce solutions while collaborating effectively with architects, product owners, business analysts, QA testers, release engineers, and client stakeholders. Experienced in supporting enterprise Salesforce environments involving application development, shared platform services, integrations, operations and maintenance, release support, stakeholder onboarding, and continuous improvement initiatives. Holds a Bachelor of Science (B.Sc.) in Applied Computer Science and a Salesforce Certified Platform Foundations credential.

SKILLS

- **Soft Skills:** Service-focused, Complex problem solver, Collaborative team player, Attention to detail, Innovative, Communication, Analytical, Ability to handle high-pressure situations, Approachable with a results-oriented mindset.
- **Salesforce:** Apex, LWC, Visualforce, Flows, SOQL, SOSL, Apex Triggers, Apex Batch, Sales Cloud, Service Cloud, Financial Cloud, Experience Cloud, Data Loader, Workbench, Salesforce Inspector, DocuSign Apps Launcher for Salesforce, Agentforce.
- **Integrations:** REST/SOAP APIs, MuleSoft, Postman, DocuSign.
- **Languages:** SQL, HTML/CSS, JavaScript, SOQL, Java, C#, Apex.
- **Tools:** Jenkins, PostgreSQL, Jira, Confluence, SonarQube, Git, GitHub, VS-Code, DocuSign.
- **Other:** Experienced in Agile/Scrum methodologies, Requirements gathering, Stakeholder Management, Reporting & Analytics, Change Management.
- **DocuSign:** Template creation, Integration with Salesforce, Template mapping with Salesforce fields.

WORK EXPERIENCE

IG WEALTH MANAGEMENT, WINNIPEG, MB

August 2022 - May 2026

Salesforce Developer & Administrator

- Directed software development projects by designing, building, and deploying scalable Salesforce solutions—including Apex classes, Test Classes, Lightning Web Components, and Visualforce pages—that reduced bugs and governing limit violations by 70% and improved user interface responsiveness by 60%.
- Built over 50 dashboards and reports using Salesforce Reports and Tableau CRM to support business and operational reporting.
- Designed custom objects, Flows, and approval processes that cut manual processing time by 55% by streamlining operations and removing spreadsheet-driven workflows.
- Integrated Salesforce with external platforms using REST/SOAP APIs, MuleSoft, DocuSign, and other third-party applications.
- Delivered end-user training, code reviews, and created practical technical documentation to support adoption and ongoing system use.
- Oversaw systems maintenance by conducting regular security reviews, optimizing profiles and permission sets, and supporting continuous improvement of Salesforce development practices to ensure ongoing reliability, security, and maintainability of deployed solutions.

- Facilitated Technical Leadership to support continuous improvement of Salesforce development practices, including reusable components, automation, maintainable code quality, security, performance, and maintainability.
- Designed, developed, Apex maintainable code and deployed custom Salesforce solutions including custom objects, page layouts, tabs, components, Visualforce pages, Apex classes, and triggers based on business requirements.
- Engineered sophisticated Salesforce-DocuSign integrations to facilitate electronic signatures for customer agreements, reducing document turnaround time by 50%.
- Automated document generation and DocuSign template management for high-volume business transactions, and configured DocuSign Connect Webhooks to update Salesforce records in real time based on signing events and envelope status changes.
- Embedded an automatic signature and date tab in the DocuSign template for over two signers using Apex code, metadata, and LWC, enhancing usability for multiple clients and increasing client satisfaction.
- Configured Sharing Rules & Security Models for teams of 100–300 users, achieving 100% audit compliance and strengthening data governance.

UPWORK, REMOTE

October 2021 - August 2022

FREELANCER

Salesforce Developer

- Delivered Custom Apex Solutions for 20+ clients, building scalable classes, triggers, and batch jobs that processed 1M+ records with 50% faster execution and near-zero governor limit issues.
- Implemented Metadata-Driven Frameworks using Custom Metadata/Custom Settings to eliminate 80+ hard-coded values, cutting maintenance time by 60% for long-term clients.
- Developed Batch Apex & Scheduled Jobs to automate data cleanup, integrations, and nightly syncs, improving data quality by 25% and saving clients 30+ hours/month in manual work.
- Created High-Impact Screen Flows and guided automations that reduced case handling time by 22% and improved onboarding speed for new users by 40%.
- Implemented Automated Quality Assurance Processes with Apex test coverage consistently above 90%, reducing post-deployment defects by 70% and ensuring stable CI/CD releases in all Software development Processes.
- Integrated External Systems via REST/SOAP APIs, achieving 95% reduction in sync failures and enabling real-time data flow for client operations.
- Designed Trigger Frameworks using best-practice patterns (bulkification, handler classes), reducing client-reported errors by 90% and improving system stability across 5+ orgs.

EDUCATION AND QUALIFICATIONS

C# .NET CORE PROFESSIONAL TRAINING

ComIT, Winnipeg, MB

.NET Core Training (C# .NET).

DATA ANALYTICS PROFESSIONAL DEVELOPMENT

Google/Coursera, Winnipeg, MB

Professional Certificate Data Analysis.

BACHELORS OF SCIENCE IN COMPUTER SCIENCE

University of Winnipeg, Winnipeg, MB

BSc. Applied Computer Science.

CERTIFICATIONS

Salesforce Certified Platform Foundations.