

# Viktor Manko

## Middle Salesforce Developer

### SUMMARY

- 5+ years developing scalable Salesforce solutions across Service Cloud, Sales Cloud, and Experience Cloud. - Expertise in Apex, Lightning Web Components, Aura, and managed packages with strong focus on reusable components and code quality. - Skilled in complex integrations with AWS, Azure, Twilio, Nylas, and real-time data exchange. - Proficient in Salesforce declarative tools including Flows, Workflow Rules, and automation best practices. - Experience delivering enterprise-grade applications in mortgage, recruitment, and commerce domains with AI-powered workflows.

### TECHNICAL SKILLS

|                                                  |                                                                                                                   |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>Main Technical Skills</b>                     | Salesforce Apex (4 yr.), Lightning Web Components (4 yr.), Sales Cloud (4 yr.), Service Cloud (2 yr.)             |
| <b>Programming Languages</b>                     | C++, Java, Python, Scala (2 yr.)                                                                                  |
| <b>Wordpress Ecosystem</b>                       | ACF (Advanced Custom Fields)                                                                                      |
| <b>Salesforce Ecosystem</b>                      | Lightning Web Components (4 yr.), Sales Cloud (4 yr.), Salesforce Apex (4 yr.), Salesforce Commerce Cloud (2 yr.) |
| <b>AI &amp; Machine Learning</b>                 | n8n (2 yr.)                                                                                                       |
| <b>JavaScript Libraries and Tools</b>            | NPM (2 yr.)                                                                                                       |
| <b>Databases &amp; Management Systems / ORM</b>  | Aura (2 yr.), Snowflake (2 yr.)                                                                                   |
| <b>Cloud Platforms, Services &amp; Computing</b> | AWS (4 yr.), Azure (2 yr.), Genesys Cloud CX (2 yr.), Salesforce Commerce Cloud (2 yr.)                           |
| <b>Methodologies, Paradigms and Patterns</b>     | Agile (2 yr.), Flows (4 yr.), GRASP (2 yr.), REST (4 yr.)                                                         |
| <b>UI/UX/Wireframing</b>                         | Figma (2 yr.), UI/UX (2 yr.)                                                                                      |
| <b>SDK / API and Integrations</b>                | GraphQL (2 yr.), PayPal API (2 yr.), Twilio (2 yr.)                                                               |
| <b>Other Technical Skills</b>                    | B2B commerce cloud, NX (2 yr.), Workflow Rules (2 yr.)                                                            |

## WORK EXPERIENCE

### Salesforce Developer (PayPal Braintree)

**Duration:** 2026 - now

**Summary:** Development and maintenance of Salesforce packages integrating Salesforce Commerce Cloud with PayPal Braintree, ensuring stable and reliable payment processing solutions.

**Responsibilities:**

- Design scalable Salesforce solutions and write reusable, well-documented code.
- Troubleshoot integration issues to maintain stable performance.
- Collaborate with product owners, stakeholders, and developers to translate requirements into technical solutions.
- Conduct code reviews and maintain technical documentation.
- Write unit, integration, and functional tests.
- Provide post-release client support and participate in Agile ceremonies.
- Ensure compatibility with latest Salesforce and Braintree releases.

**Technologies:** Salesforce Commerce Cloud, Salesforce packages, Apex, Lightning Web Components, REST, unit/integration/functional testing

### Salesforce Developer (Nimbus Cloud Solution)

**Duration:** 2024 - 2026

**Summary:** Implementation of custom Salesforce solutions for a US mortgage platform using Sales Cloud and Experience Cloud, focusing on business logic automation and complex integrations to support digital mortgage journeys.

**Responsibilities:**

- Develop business logic automation using Salesforce Flows.
- Implement complex integrations with Azure, AWS, and n8n.
- Contribute to AI-powered workflows.
- Build a modern Experience Cloud portal for Loan Officers and clients.

**Technologies:** Sales Cloud, Experience Cloud, Salesforce Flows, Azure, AWS, n8n, AI workflows

### Salesforce Developer (Hire Genius)

**Duration:** 2022 - 2024

**Summary:** Development of a fully custom managed package application for a recruitment agency, covering frontend and backend Salesforce development with integrations to external services and AI-based features.

**Responsibilities:**

- Develop reusable Lightning Web Components based on Figma designs with custom styling.
- Validate UI implementations with designers prior to QA.
- Design and maintain Apex classes for business logic and RESTful integrations.
- Implement asynchronous processing for managed package functionality.
- Integrate external services such as Twilio and Nylas, and AI-based CV summarization.



- Follow design patterns and implement comprehensive unit tests using fflib Apex framework.

**Technologies:** Salesforce Apex, Lightning Web Components, Managed package, REST, Twilio, Nylas, AI-based CV summarization, fflib Apex framework

## **Salesforce Developer - Grainger (Grainger Service Cloud)**

**Duration:** 2020 - 2022

**Summary:** Part of the Service Cloud team developing scalable Apex classes and reusable Lightning Web Components to support core business processes and improve agent productivity, including integrations with external systems for omnichannel support.

### **Responsibilities:**

- Develop and maintain scalable Apex classes and reusable Lightning Web Components.
- Implement complex business logic using Salesforce declarative tools such as Flows, Workflow Rules, Formula Fields, Assignment Rules, and Escalation Rules.
- Design and support integrations with external systems including AWS via Snowflake and Genesys Cloud.
- Collaborate with business stakeholders and QA to analyze requirements and deliver features.

**Technologies:** Salesforce Apex, Lightning Web Components, Service Cloud, Flows, Workflow Rules, Formula Fields, Assignment Rules, Escalation Rules, AWS, Snowflake, Genesys Cloud

## **EDUCATION**

### **• Bachelor of Science in Data Science**

Ivan Franko National University of Lviv — Faculty of Applied Mathematics. Relevant coursework included: Artificial Intelligence, Machine Learning, Databases, Mathematical Analysis, Discrete Mathematics, Mathematical Physics, and Programming in multiple languages (Java, Python, C++).  
2020 - 2024

