

CATHERINE H. CHUKWU

Salesforce Implementation Consultant & Developer

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Summary

Results-driven Salesforce Implementation Consultant and Developer with 5 years of experience designing and supporting scalable Salesforce solutions for growing and complex organizations. Proven expertise in automation, data migration, reporting, and platform configuration across Sales, Service, Experience, and Nonprofit Clouds. Experience working with high-volume data, regulated environments, and multi-stakeholder teams to deliver solutions that improve efficiency, data integrity, and user adoption. Industry experience spans Legal, Fintech, EdTech, Health, Public Sector, Security, Real Estate, UGC platforms, and Manufacturing. Strong balance of declarative and programmatic solutions using Flow, Apex, and LWC, with a track record of solving complex problems and translating business requirements into effective Salesforce solutions.

Work Experience

Salesforce Implementation Consultant/Developer (Contract), Banjaxed Solutions, Texas, United States

10/2023 till date

- Architect and deploy end-to-end Salesforce implementations across Service, Sales, Experience, and Non-profit Cloud for clients in EdTech, Fintech, Legal, Real Estate, Security, Health, UGC platforms, Public Sector, and Manufacturing, managing everything from initial discovery to UAT and rollout support, while focusing on data integrity.
- Led a 200+ hour complete overhaul of processes and configurations for a mechanical variation management company, redesigning objects, security controls, automations, business processes, and system architecture to improve scalability and data integrity.
- Design and deliver reports and dashboards, and also managed a migration of 10M+ records, performing robust data cleanup and mapping to ensure high-integrity reporting and dashboard accuracy.
- Provided 3 months of ongoing Salesforce production support, resolving daily logged issues across Litify objects (Matter, Intake, Party, Transactions) by replicating user processes and impersonating end users to accurately diagnose automation and configuration defects for an injury law firm client.
- Administer user access, permission sets, roles, and security controls in strict alignment with HIPAA regulations and organizational policies.
- Ensure seamless system updates by leading sandbox-to-production releases, prioritizing data accuracy and thorough testing to prevent service disruptions.
- Provide training, onboarding, and ongoing support to drive adoption and reduce operational friction.
- Developed and deployed over 100 Lightning Flows to automate and simplify critical business processes for various clients.
- Build advanced Flow automations for Litify objects (Matter, Intake, Expense, Transaction) and integrate Docrio and DocAssign to automate document generation for law firms.
- Developed a reusable, dynamic LWC Datatable component to bypass standard platform limitations, allowing for dynamic field selection and numeric/currency summation and display within Flows.
- Engineered a robust, streamlined product selection Screen Flow on the Quote object.

- Built Invocable Apex and Batch Apex to handle large-scale data processing, including a duplicate management engine for high-volume lead databases.
- Automated Quote-to-Cash processes via Apex classes that dynamically generate PDFs, attach them to email templates, and trigger delivery to clients.
- Engineered an automated Lead Management system using Apex and Flow to handle round-robin assignment with integrated duplicate detection logic.
- Developed Experience Cloud sites for an EdTech client to manage department workflows, client portals, and online course processes.
- Maintain and update the company WordPress website using WPEngine and Cornerstone, supporting ongoing content and design updates.
- Document configurations, processes, and changes to support transparency and long-term system governance.

Salesforce Administrator, Dot Financial Inclusion Technologies, Lagos, Nigeria

06/2022 – 09/2023

- Administered and maintained the Salesforce instance, including customizations, data management, and reporting.
- Collaborated with the engineering and analytics teams to design and develop integrations between Salesforce and other business-critical systems, marketing automation, and analytics platforms.
- Created users, public groups, and implemented role hierarchies, sharing rules, and record-level permissions to provide shared access among different users.
- Managed user profiles, roles, permissions, and validation rules.
- Developed workflow rules, formula fields, email alerts, and field updates to implement business logic.
- Performed data cleanup, data migration, and data entry into Salesforce databases.
- Designed, developed, and deployed page layouts, components, custom apps, objects, and custom tabs.
- Created various reports, dashboards, and report types to assist managers in better data visualization.
- Built custom objects, custom fields, and object relationships (lookup and master-detail).
- Built custom applications and workflows to support business processes and enhance the functionality of Salesforce.
- Built automations such as flow, approval processes, assignment rules, and escalation rules.
- Developed and maintained documentation and training materials for Salesforce users, as well as stayed current with the latest Salesforce updates.

Salesforce Administrator/ Curriculum Developer, BrightNext Academy, Delaware, United States

01/2021 – 05/2022

- Configured Sales Cloud instance, including customizations, automations, data cleanups, and third-party integrations.
- Developed a comprehensive learning curriculum and materials for Salesforce Administrators and Developers.
- Trained representatives on proper use of the Salesforce platform.

NPSP Salesforce Administrator (Volunteering), Blaze Your Trail, Victoria, Australia

02/2023 – 01/2024

- Part of a dynamic and talented group of volunteers contributing their Salesforce knowledge to a good cause.
- Helped nonprofits with the design and implementation of their Salesforce organizations, and provided documentation, user training, and support necessary for long-term success.

- Administered and configured NPSP functionalities like donations and relationship objects.
- Implemented automation with email templates, alerts & flows to provide efficient solutions for business needs.
- Collaborated with stakeholders for requirements gathering and provided training and documentation about solutions.
- Performed integration of Raisely, Calendly, and Acuity scheduling with Salesforce using third-party solutions like Zapier based on business requirements.
- Utilized the full development lifecycle using Jira and Confluence in Agile/DevOps environments.

Education

Bachelor of Science (BSc.), Food Technology, University of Ibadan, Ibadan, Oyo State, Nigeria

09/2007 – 11/2012

Skills

- Salesforce Administration • Salesforce Development • Configuration • Reporting & Analytics • Web development
- Leadership and coordination • Customer engagement • Project Management • Data Migration • Ability to translate ideas into processes • Quality Assurance • Time Management • Sales management • Communication • Problem Solving & Troubleshooting • Salesforce Lightning Experience

Software & Packages

- **Salesforce Tools:** Salesforce Sales Cloud, Service Cloud, Experience Cloud, Non-Profit Cloud, Salesforce Flows, Validation Rules, Process Builder, Approval Processes, Custom Objects, Dashboards, Reports, Process Automation, User Management, Lifyfy Objects, Omnistudio Flexcards, Omniscrypt, Data Raptors, Integration Procedures, Business Rule Engine.
- **Data Migration/Management:** Salesforce Inspector, Data Import Wizard, Data Loader, Data Loader.io, WorkBench, Salesforce CLI, VSCode IDE.
- **Project Management/Collaboration:** Jira, Monday.com, Notion, Slack, Skype.
- **Productivity Software:** MS Office (Excel, Word, PowerPoint), Outlook, Google Docs, Google Sheets.
- **Other Tools:** Zapier, WordPress, Unbounce, Git & GitHub
- **Programming Languages:** HTML, CSS, JavaScript, ReactJS, NextJS, NodeJS, Apex, SOQL, SOSL, LWC, Salesforce SLDS
- **Operating Systems:** Windows, Linux, Apple

Certifications

- Salesforce AI Specialist
- Salesforce Certified Administrator
- Salesforce Certified Advanced Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer 1
- Software Development Skills Training