

Ricardo Silva

Salesforce Solution Architect · Manager · Lisbon, Portugal

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SUMMARY

Salesforce Solution Architect and Manager with 12+ years at Accenture, including 7+ years specialising in the Salesforce ecosystem — designing and delivering solutions across Sales Cloud, Service Cloud, Field Service Lightning, and Salesforce AI. Experienced in leading cross-functional teams, pre-sales scoping, and end-to-end implementation of enterprise CRM and field service platforms. Background in .NET development and business & integration architecture underpins a pragmatic, delivery-focused approach to complex enterprise challenges.

EXPERIENCE

Manager

Accenture · Full-time · Portugal

Nov 2022 — Present · 3 yrs 6 mos

Business & Integration Architecture Associate Manager

Accenture · Full-time · Lisbon, Portugal

Dec 2020 — Nov 2022 · 2 yrs

Senior Application Development Specialist

Accenture · Lisbon, Portugal

Dec 2018 — Dec 2020 · 2 yrs 1 mo

Application Development Senior Analyst

Accenture · Lisbon, Portugal

May 2017 — Dec 2018 · 1 yr 8 mos

.NET Developer

Accenture · Software Engineering Analyst · Lisbon, Portugal

Jun 2015 — May 2017 · 2 yrs

.NET Developer

Accenture · Software Engineering Associate · Lisbon, Portugal

Sep 2013 — May 2015 · 1 yr 9 mos

TECHNICAL SKILLS

SALESFORCE PLATFORM

Sales Cloud · Service Cloud · Field Service (FSL) · Salesforce AI / Einstein · Apex & LWC · MuleSoft / Integrations · Flows & Process Builder · Data Model Design · Security & Sharing Model · Reports & Dashboards

ARCHITECTURE & LEADERSHIP

Solution Architecture · Integration Architecture · API Design · Enterprise Architecture · Pre-sales & Scoping · Agile / Scrum · Team Leadership

OTHER TECHNOLOGIES

Python · C# / .NET · SQL · Docker · Cloudflare · Git / GitHub

CERTIFICATIONS

Salesforce Certified AI Associate

Salesforce — Credential: 4427567 (Mai 2024)

Salesforce Certified Administrator

Salesforce — Credential: 20907241 (Fev 2020)

Salesforce Certified Service Cloud Consultant

Salesforce — Credential: 21292076 (Jun 2020)

Salesforce Field Service Lightning Consultant

Salesforce — Credential: 21419462 (Ago 2020)

OVERIT – Geocall Essential Education

OverIT – Field Service Management — Credential: GC912020049 (Set 2020)

ServiceMax Certified Administrator 20.1

ServiceMax, a PTC Technology — Credential: 56231390 (Jun 2019)

ServiceMax Certified Administrator 19.3

ServiceMax, a PTC Technology — Credential: 47066620 (Out 2019)

Gestão de Equipas

Dynargie (Nov 2019)

EDUCATION

Licentiate Degree — Information Technology

Instituto Politécnico de Bragança · Bragança, Portugal

2007 — 2013

Licentiate Degree — Information Technology (Exchange)

Óbuda University · Budapest, Hungary

2011 — 2012

Activities & groups: Morgan Stanley lectures.

Secondary School — Sciences & Technologies (12th grade)

Escola Secundária de Ponte de Lima · Ponte de Lima, Portugal

2005 — 2007

LANGUAGES

Portuguese — Native

English — Professional working proficiency

OPEN SOURCE & SIDE PROJECTS

quick-arr-Stack ■ 486

Docker · Self-hosting · VPN · Networking — github.com/Rick45/quick-arr-Stack

Comprehensive docker-compose stack to automate TV show & movie downloads behind a VPN, with Plex, Sonarr, Radarr, Prowlarr, Bazarr and optional WireGuard remote access.

photo-location-updater

Python · EXIF · Metadata — github.com/Rick45/photo-location-updater

Tool to update geolocation metadata of photos using an intuitive map-based interface.

cloudflarednsUpdater

Python · Cloudflare API · Networking — github.com/Rick45/cloudflarednsUpdater

Automated dynamic DNS updater using the Cloudflare API.

LGAutoRenewDeveloperMode

Home Assistant · WebOS · Automation — github.com/Rick45/LGAutoRenewDeveloperMode

Home Assistant script that automatically renews developer mode on LG WebOS TVs.