JOHN COOK

SENIOR SOFTWARE ENGINEER

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PROFESSIONAL OVERVIEW

Highly skilled Salesforce Developer with experience designing and optimizing complex Salesforce solutions for enterprise clients across B2B commerce, private pricing automation, and service operations. Proven ability to deliver scalable Apex, Lightning Web Components (LWC), and Flow solutions, integrating Salesforce with external systems to streamline critical business processes. Adept at collaborating with cross-functional teams, improving system performance, and driving operational efficiency through clean architecture, optimized queries, and robust automation frameworks.

WORK EXPERIENCE

Senior Developer

Salesforce | AWS Private Pricing Platform
Jul 2024 — Present

- Senior Developer responsible for automating the discount application process for partner and distributor deals, integrating external systems to pull billing, competencies, and onboarding data, and applying region-specific discounts to ensure accurate pricing and faster quote processing.
- Led the development of automated classification logic for Early Renewal Quotes (ERQ), integrating external data sources to determine contract commitments and ARR, and implementing rule-based logic to classify renewal quotes for accurate downstream handling.
- Spearheaded the enhancement of TAM location assignment functionality for enterprise support products, integrating external APIs to retrieve TAM geo and area data based on product selection, account territory, and partner type, ensuring accurate TAM assignments across requests and quotes.

Salesforce | AAA (American Automobile Association)
Mar 2024 — Apr 2024

- Developed and optimized record-triggered flows, asynchronous callouts, and retry mechanisms to automate RAP status updates, invoice generation, and external Google API integrations, ensuring robust error handling and retry limits.

Salesforce | Ferguson B2B Commerce Platform Enhancement
Nov 2023 — Mar 2024

- Optimized Salesforce Apex controllers and batch classes to reduce unnecessary SOQL queries, improving performance in critical B2B order approval and employee management flows.
- Developed and debugged custom Lightning Web Components (LWC) to support user impersonation, shipping address management, and employee provisioning, including handling dynamic UI updates and integrating ERP-managed data with custom metadata types.
- Resolved complex cross-object DML and flow failures errors during user creation by refactoring Apex and flow logic to properly segment system and non-system object updates.

EDUCATION

Bachelor of Fine Arts | BFA
School of Visual Arts New York City
New York

Associate in Science | AS
Visual Arts and Design
State University of New York (SUNY)
New York

SKILLS

- Apex / Java
- React / LWC
- Javascript
- Salesforce
- MySQL / PHP
- Unix
- Python

CERTIFICATIONS

Salesforce Certified AI Associate
Jul 2024

Salesforce Certified Administrator
Jun 2024

Salesforce Certified JavaScript Developer I
Dec 2022

Salesforce Certified Platform Developer I
May 2021