LEONIDAS DIMOKAS

Senior Software Engineer (Salesforce & AI)

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CERTIFICATIONS

- SF Certified Agentforce Specialist
- SF Sharing & Visibility Architect
- SF Certified Administrator
- SF Process Automation

(13x SF Certifications)

- Workato Foundations 1 & 2

EDUCATION

BSc Applied Informatics University of Macedonia (2014–2019)

- Erasmus+ — Warsaw Univ. of Technology
- Thesis: Learning from Signals, Images, and Video

AI & Technology Courses

- Software Architecture — Instructor: Avraham Poupko (15-week program, Jul 2026)

ABOUT ME

Senior Salesforce Engineer based in Zurich with 13 Salesforce certifications and a proven track record of delivering scalable, business-critical solutions. Specialized in Apex, LWC, and cloud platforms, with experience contributing to enterprise-level implementations. Recently expanded into AI and prompt engineering to identify automation opportunities and enhance development efficiency. Strong focus on delivering measurable impact, mentoring team members, and continuous technical growth.

KEY SKILLS

Salesforce & Cloud

Apex · LWC · Aura · SOQL/SOSL · Salesforce Architecture · CI/CD ·Git · Cloud Platforms

Software Engineering

JavaScript · HTML/CSS · Java · C/C++ · Testing · Clean Code

AI & Emerging Tech

Prompt Engineering · LLM Integration · Automation · Workato (iPaaS)

WORK EXPERIENCE

Senior Software Engineer – LocalSearch

Feb 2024 – Present

- Designed and implemented 2 customer-facing portals (Service & Sales Portal) used by external partners for sales and support, delivering 15–25 features that saved ~8–12 hours/week.
- Promoted to 50% Release Manager (Nov 2025), owning ~15+ releases per quarter (3-week main cycle + 2–4 hotfixes/sprint), by automating deployment scripts and introducing automatic Git tag creation per release.
- Onboarded 2 junior developers to our Service Cloud and Experience Cloud stack, through pair programming and structured PR feedback.
- Introduced LLM-powered automations for Case Classification and on-demand Knowledge Article translation, accelerating customer care workflows by ~25% and reducing manual triage effort

- Advanced Prompt Engineering for Everyone — Vanderbilt University
- Prompt Engineering for ChatGPT — Vanderbilt University
- Introduction to Generative AI — Google Cloud
- AI Engineering Specialization — Scrimba (in progress)

LANGUAGE

English — C2 (Proficient)

German — B1 (B2 Ongoing)

Greek — Native

INTERESTS

- Photography
- Basketball
- Skiing

- Used Workato (iPaaS) to build automations between Salesforce and other business systems, streamlining cross-team workflows.

Salesforce Developer (Self-Employed) 2023 – 2024

- Took over LocalSearch's Customer Center from external partners, cutting vendor costs and bringing maintenance in-house as a solo contractor.
- Rebuilt and released a mobile-friendly version of the Customer Center, and delivered supporting features in Account Territory Management.
- Designed the foundation of the Service Cloud partner portal (later implemented in-house), leading to a full-time senior offer in Feb 2024.

Salesforce Developer – Deloitte DACC 2020 – 2023

- Built Salesforce foundation at Enel-X (energy-sector engagement), progressing from bug fixing to feature delivery, and later onto the Vlocity (Industries Cloud) platform.
- Transitioned onto the LocalSearch engagement, delivering Apex and LWC work in agile teams and establishing the domain knowledge that led to direct contracting in 2023.
- Earned 8 Salesforce certifications during this period (of 13 total today), covering Admin, Developer, and architect-track credentials.

Other Experience

- Private Educator — Tutored students in Informatics and Physics, building the mentoring skills I apply today.
- Project Coordination (TIF, PromoAction) — Led teams for large-scale university tech events.
- Community Involvement — Active in hackathons, MUN, and developer groups