

# Leona Wolff

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A Computer Science graduate from Trinity College Dublin with two years of experience as a Technical Support Engineer at Salesforce. Fluent in English and German, highly detail-oriented, with a strong ability to diagnose and resolve complex technical issues, communicate effectively with both technical and non-technical stakeholders, and contribute to technical documentation. Recognised with the 'Customer Hero' award (Q1 FY25) for excellence in problem-solving and customer advocacy. Currently seeking a Software Engineering role to leverage programming skills, expand technical expertise, and contribute to innovative development projects.

## Technical Skills

**Programming:** Java, JavaScript, Python, Apex, HTML/CSS (Proficient) | C, C++, MATLAB, ARM Assembly (Experience)

**Databases & Query Languages:** SOQL/SOSL, MySQL, PostgreSQL

**Development & Debugging Tools:** Splunk (log parsing), Workbench, Postman, Chrome Developer Tools, .har file analysis, Apex Debug Logs, SAML-Tracer, JWT Debugger

**Cloud & Salesforce Development:** Salesforce Flows, Platform Events, Triggers, Controllers

**Technical Writing:** Internal/Public Knowledge Base contributions, Known Issues documentation, resolution guides

## Education

**Trinity College Dublin** (2018 – 2022)

B.A. (Mod) in Computer Science (2:1)

**The Quantum Leadership Academy** (2024)

Executive presence, communication, leadership strategies, professional growth

## Certifications

- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Administrator
- ECDL Certified

## Software Development Projects

Final Year Project: *Analysing Computer Signals Indicating Distraction in ADHD Students (2022)*

- Developed a background application that analyses user keypresses and mouse movements to detect distraction patterns, and a GUI to provide subtle nudges to refocus users.
- Tech Stack: Python, Pynput, Tkinter

### *Cryptocurrency Centralisation Visualisation (2021)*

- Created an API-driven visualisation tool to process cryptocurrency data.
- Designed dynamic graphs for centralisation analysis.
- Tech Stack: JavaScript, REST APIs, Docker, PostgreSQL, Nginx, React, Leaflet, Nivo, Node.js, Express, Swagger.

### *öogo – React Web Development for a Startup (2020)*

- Enhanced a React-based childcare service platform.
- Developed a 'Favourite Minder' feature and external booking integration.
- Tech Stack: JavaScript, React, HTML/CSS

## Work Experience

### **Salesforce** – Technical Support Engineer (Premier Success) *(May 2023 – Present)*

- Diagnose and resolve complex Sales Cloud and developer-related issues using Splunk, Workbench, Postman, Chrome DevTools, and more.
- Investigate .har files, Apex debug logs, and HTTP traffic to identify root causes and implement efficient solutions.
- Provide technical mentorship to customers on platform capabilities, integrations, and troubleshooting methodologies.
- Contributed extensively to internal/public knowledge bases by documenting technical solutions, bugs, and best practices.
- Awarded 'Customer Hero' (Q1 FY25) for outstanding problem-solving and communication.

### **Irish Multiplex Cinemas** – Supervisor / On-Duty Manager *(Sep 2022 – May 2023)*

- Managed a team of 25 employees, overseeing daily operations, hiring, training, and performance reviews.
- Led technical troubleshooting for projectors and liaised with vendors for maintenance.
- Optimised operational efficiency through resource allocation, conflict resolution, and financial reporting.

### **Majorel** (Google AdWords) – Senior Content Analyst (German Market) *(Apr 2018 – Nov 2019)*

- Reviewed & analysed websites for compliance with Google AdWords policies.
- Optimised ad campaigns to improve engagement and quality.
- Conducted quality control & mentoring via shadowing, reverse shadowing, and feedback sessions.

## Languages

- English: Native/Fluent
- German: Fluent
- French: B1 DELF

## References

Available upon request.