

RAZA KHAN

Senior Salesforce Developer (6 years)

Summary

Raza is a Salesforce development professional with 8 years of experience in consulting & services and has worked in multiple roles with clients across geographical regions and domains like Finance, Real Estate, Government Services, Aviation etc. and delivered projects successfully. He has wide exposure of working in development, support, enhancements, rollouts and go Live projects.

He is comfortable working in Salesforce CRM for Designing, Architecture, Development using standard salesforce Out of the box features or customisations as per the requirements and tailoring the optimal solution.

Additionally as part of his assignments job he has worked on architecture, estimations, code/peer reviews.

He is comfortable working according to agile methodology and active participation during Sprint Planning, Sprint retrospective, feature breakdown, backlog refinement, discussion and challenges with clients and BA's. He has deployment knowledge using changeSets and DevOps.

He has worked on different client project repositories Azure Devops, Git, Jira and, Confluence.

Certifications

- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App
- Salesforce Certified Administrator
- Salesforce Certified Integration Architecture Designer
- Salesforce Certified Experience Cloud Consultant
- Salesforce Certified Sharing and Visibility Designer
- Salesforce Certified Service Cloud Consultant

Salesforce Technologies

Apex Language
Apex Classes/Controllers
Apex Triggers
Test Classes SOQL
SOSL Lightning Components Visual Force
Apex Web Services Workflow
Process Builder & Approvals
Dashboards / Reports
Analytic Snapshots Custom Objects
Custom fields / meta data
Chatter

Salesforce Tools

Force.com IDE / VSCode
Force.com Platform
Force.com Data Loader
Force.com Migration Tool

Programming Languages

Apex, C# , Java

Web Technologies

HTML, CSS, AJAX, XML, JavaScript

Methodologies

Agile, Scrum, SDLC

Reference assignments

Salesforce Developer in Sales Processing and Contracting

2020 – 2021

The client is an airline flag carrier of the United Arab Emirates. It is one of the largest airlines in the UAE. As part of implementation, automating their Sales Planning and Contracting process in salesforce by using OOTB and Lightning Web Components.

Aviation

Responsibilities:

- Getting requirements from the client and proposing the possible solutions.
- Worked on building contracting process for agencies and corporates in a completely using LWC.
- Working with the dev team to do the peer reviews.
- Building integration with other systems.
- Development of workflows, process builder to automate their business process.
- Maintain the Configuration work logs and deploy the changes to production instance.

Salesforce Developer in Guest Profile Solution in Salesforce

2020 – 2020

Client is a leading international developer and operator of iconic destination resorts, ultra-luxury hotels and residences and innovative entertainment and gaming experiences. The purpose of this project is to build a solution in salesforce by integrating with internal ERP and other systems so the 360-degree guest experience could be managed from Salesforce including booking, incident and assigning amenities

Hotel Management

Responsibilities:

- Getting client requirements and converting them to technical solutions.
- Responsible for integration between salesforce and EDW (Enterprise Datawarehouse) using DBAmp.
- Development of the Salesforce Lightning component according to the business needs.
- Responsible for data migration between salesforce to EDW and vice versa.

Maintain the Configuration work logs and deploy the changes to production instances.

Salesforce Developer in Free zone Digital Transformation Salesforce Sales Cloud & Communities 2019 – 2020

Real Estate

The client is a semi government entity in the middle east. The project aims the digital transformation for the leasing and sales process for the multiple free zones in the middle and it included integration of financial ERP system with Salesforce.

Responsibilities:

- Participated in the design phase of the project.
- Involved in the building community for existing clients to review the lease status and payment schedule and renewal of lease.
- Custom development for sales process using Apex, Lightning components etc.
- Integration with the financial system using REST API's and Oracle cloud as middleware
- Maintain the Configuration work logs and deploy the changes to QA environment
- Communicate project status to the project manager and participate in client demos.

Salesforce Developer in an Enterprise Billing and Service cloud Implementation 2017 -2019

Financial

The client is Fortune 500 company that publishes financial research and analysis on stock, bonds and commodities. The project aim was to improve the Sales & billing process and optimizing the support process using salesforce service cloud.

Responsibilities:

- Work with the internal and external resource to implement the services for billing of subscription-based products using Zuora managed package.
- Building the custom screen for order processing and integrating using the Zoura API's.
- Worked on the service cloud implementation.
- Participating the sprint planning and grooming sessions for the project backlog
- Participating the daily scrum calls and doing the peer reviews.

Salesforce development

2017 - 2017

The client is a Fortune 100 manufacturing company with a need for executing a prioritized list of development and configuration tasks within their Salesforce solution. The project completed the tasks in a development environment. The tasks also strive to improve the Service Cloud experience.

Technology

Responsibilities:

- Updating the existing visual force pages and associated controller to anticipate the client new enhancements
- Improve the process of support request and its status tracking in the community
- Creating workflow rules and email templates for automatic response for the creation of support request
- Improve the knowledge article request process in a service cloud app of the client
- Communicate project status to the offshore team members

Associate Business Consultant/Developer in Power Solutions Distributors Salesforce Communities

2016 - 2016

The client is a global technology and industrial leader serving customers in more than 150 countries. The project included Automating the order placement for customer and Integrated ERP system with Salesforce and build out community for this process.

Manufacturing

Responsibilities:

- Creating Custom Objects, fields, record types and page layouts and custom tabs for the custom objects.
- Creating workflow rules and field updates and email updates
- Creating queues and user groups for assigning cases to the respective queue based on the region
- Creating the email template for email to be sent from Salesforce
- Creating Salesforce reports according to the client requirements
- Develop an apex web services to populate to integrate with the internal SAP System.
- Maintain the Configuration work logs and deploy the changes to QA environment

Communicate project status to the offshore team members

Salesforce Developer in Enterprise Salesforce Sales Cloud Implementation

2016- 2016

Chemical

The client is the world leader in the fluid handling systems and components. The sales implementation provides capabilities for prospecting, client management, sales management, and the enablement of sales processes across their various business units.

Responsibilities:

- Develop an apex web service to populate the county on Accounts and Contacts
- Writing apex triggers to customize the account and lead management process
- Writing the batch process for the asynchronous account updates
- Creating custom setting to support several processes
- Worked closely with business consultant to understand the customer requirements and translate them into business solutions
- Assisted in deployment from development to QA environment
- Fix the issues reported during QA and deploy it to next environment

Salesforce developer in Salesforce Employee Community

2015 - 2016

Facility Management

The Client is a world leader in Quality-of-Life services with 125,000 employees in 9,000 sites in North America and was seeking assistance and expertise with its Employee Portal Implementation project, as part of its HR Transformation project.

Responsibilities:

- Develop custom knowledge base search for the employee community using apex and lightning component
- Develop custom knowledge articles view using apex and lightning component
- Implemented custom logic to restrict knowledge articles access and field access based on user's types, profiles and roles with the support of custom objects, field sets and apex
- Develop custom case registration and status tracking interface in the community using lightning component and apex
- Develop lightning component to use as widgets in community.
- Developed the feature to easily switch the user's language in community and ensured custom labels are used to support the multilingual community

Employments

Senior Salesforce developer	November 2021 (Addcent, Sweden)
Senior Salesforce Consultant	2020 – 2021 (Techcarrot, Dubai)
Salesforce Developer	2019 – 2020 (4C, Dubai, UAE)
Sr. Software Developer (Salesforce)	2017 – 2019 (S&P Global, Pakistan)
Salesforce Technical Consultant & Dev.	2015 – 2017 (Sky Computing Sol., Pakistan)
Software Engineer (Salesforce)	2013 – 2014 (Trees Technologies, Pakistan)

Education

- Bachelor of Science (IT) 2009 – 2013
PMAS Arid Agriculture University, Pakistan