



Raza Khan

Senior Salesforce Consultant

Raza is a Salesforce professional with 8 years of experience in consulting & services and has worked in multiple roles across geographical regions and domains like Finance, Real Estate, Government Services, Aviation etc.

He has experience of configuration, development, support, enhancements, and go Live projects. He is comfortable working in Salesforce CRM for Design, Architecture, Development using standard Salesforce OOTB features or customisations to tailor the optimal solution.

He is comfortable working according to agile methodology, participation during Sprint Planning, retrospective, feature breakdown, backlog refinement, discussion and challenges with clients and BA's. He has deployment knowledge using changeSets and DevOps and has worked on different client project repositories Azure Devops, Git, Jira and, Confluence.

Salesforce technologies

- Salesforce APEX
- Salesforce service cloud
- Salesforce core
- Salesforce Integration
- Salesforce Communities
- Salesforce Field Service
- Salesforce Lightning
- Salesforce Service Cloud
- Salesforce CPQ
- Salesforce Metadata API
- Salesforce Field Service Management

Integration technologies

- REST web service
- Salesforce Integration
- Tibco Service Gateway
- SOAP Web Services
- TIBCO Integration Manager

Projects & Assignments

Sep 2022 - Ongoing

Salesforce Consultant

Client within Retail

The client is a retail technology company providing solution to retail grocery chains. As part of implementation, setting up the customer service and field service processes for their agents and dispatchers. In addition to that contract management and billing was also part implementation using Salesforce CPQ and Billing cloud.

Responsibilities:

- Working with solution architects on solution design of the requirements .
- Worked on configuring the product bundles and pricing rules for different offerings.
- Working on process for generating the service contracts.
- Developed the process for generating the orders for time based products using Fieldservice billing connector
- Working on process of generating the invoices and automation around it
- Setting up the case management solution process
- Worked on setting up field service and build flows for agents to effectively completing the jobs.

Salesforce CPQ

Salesforce service cloud

Salesforce Field Service Management

Jan 2022 - Aug 2022
Stockholm

Salesforce Consultant/Developer in Field Service and API Development

Visma

The client is IT service provider in Nordics. As part of implementation, setting up the field service for their agents and dispatchers. And building an API product so their customers to send the service request to the Salesforce.

Responsibilities:

- Getting requirements from the client and proposing the possible solutions.
- Worked on setting up field service and build flows for agents to effectively completing the jobs.
- Worked on building reports for the management to track the time for billing.
- Build API using apex rest service and Tibco flogo.
- Worked on the building the API product using Tibco API management tool.
- Setup the Developer portal for the API product.
- Demoing the work to the stakeholders.

Salesforce Field Service

Salesforce Service Cloud

TIBCO Integration Manager

Jan 2020 - Oct 2021

Salesforce Developer in Sales Processing and Contracting

Aviation

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.

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.

Jan 2020 - Dec 2020

Salesforce Developer in Guest Profile Solution in Salesforce

Hotel Management

Client is a leading international 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 manage from Salesforce including booking, incident and assigning amenities

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.

Jan 2019 - Dec 2020

Salesforce Developer in Free zone Digital Transformation Salesforce Sales Cloud & Communities

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.

Sep 2017 - May 2019

Salesforce Developer in an Enterprise Billing and Service cloud Implementation

Financial Services

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.

Jan 2017 - Dec 2017

Salesforce development

Technology

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.

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

Jan 2016 - Dec 2016

Associate Business Consultant/Developer in Power Solutions Distributors Salesforce Communities

Manufacturing

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.

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

Jan 2016 - Dec 2016

Salesforce Developer in Enterprise Salesforce Sales Cloud Implementation

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

Jan 2015 - Dec 2015

Salesforce developer in Salesforce Employee Community

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

Aug 2013 - Dec 2014

Software Developer in Hospital Management System

Hospital

The Client was a private hospital in KPK Pakistan want to build custom solution for end to end patient journey and lab system.

Responsibilities:

- Development of new features and testing of functionality.
- Assist in development and documentation of several ASP.NET based applications for patient registration.
- Developed C# windows services for various project components for lab system.
- Liaised with various service consumers.

Employer

Addcent Consulting AB	Nov 2021 - Ongoing
Techcarrot	Oct 2020 - Oct 2021
4C	Jun 2019 - Oct 2020
S&P Global	Nov 2017 - May 2019
Sky Computing Solutions	Jan 2015 - Nov 2017
Trees Technologies	Aug 2013 - Dec 2014

Education

Information Technology (Bachelors of Science) 2009 - 2013
Arid Agriculture University (Rawalpindi)

Courses & Certifications

Salesforce Certified Sales Cloud Consultant Salesforce.com	2022
Salesforce Certified Field Service Consultant Salesforce	2022
Salesforce Certified Service Cloud Consultant Salesforce.com	2020

Salesforce Certified Integration Architect Salesforce.com	2019
Salesforce certified Sharing And Visibility Architect Salesforce.com	2019
Salesforce Certified Experience Cloud Consultant Salesforce.com	2019
Salesforce Certified Platform App Builder salesforce.com	2018
Salesforce Certified Administrator Salesforce.com	2018
Salesforce Certified Platform Developer I Salesforce.com	2015

Skills

5

Expert

REST web service

Salesforce service cloud

Salesforce APEX

Salesforce core

Salesforce Integration

4

Advanced

Salesforce Communities

Salesforce Field Service

Salesforce Lightning

Salesforce Service Cloud

Tibco Service Gateway

3

High Competence

Salesforce CPQ

Salesforce Field Service Management

Salesforce Metadata API

SOAP Web Services

TIBCO Integration Manager

Languages

English

Full professional proficiency