

**Owais Khan**

**(6x Certified Senior Salesforce Developer)**

**Email:** [cs.owaiskhan@gmail.com](mailto:cs.owaiskhan@gmail.com)

**Phone/WhatsApp:** 00923321298197

**LinkedIn:** [www.linkedin.com/in/owaiskhan96](https://www.linkedin.com/in/owaiskhan96)



## **Objective**

A highly motivated and results-driven Salesforce Developer with 3 years of hands-on experience in the Salesforce ecosystem and a total of 6 years in Software Development. I hold 6 Salesforce certifications and have a proven history of delivering robust, scalable solutions across Salesforce and other CRM platforms. My expertise spans Object-Oriented Programming (OOP), Apex Classes and Controllers, automation processes (such as Flows, Case Management, and Lead Management), Salesforce platform customization, and Agile methodologies. With strong proficiency in Apex, Visualforce, and Lightning Web Components (LWC), I specialize in designing seamless User Interfaces (UI) and building high-performance applications. My technical skill set includes JavaScript, unit testing, and a focus on creating intuitive and efficient UI/UX designs.

As a dedicated and passionate engineering professional, I consistently deliver innovative, high-quality solutions that drive business success and enhance user experiences.

## **Salesforce Certifications**

- [Salesforce Certified Administrator](#)
- [Salesforce Certified Platform Developer I](#)
- [Salesforce Certified Omni Studio Developer](#)
- [Salesforce Certified AI Associate](#)
- [Salesforce Certified Media Cloud Accredited Professional](#)
- [Salesforce Certified AI Specialist](#)

## **Other Certifications**

- [Copado Certified Fundamentals I](#)

## **Professional Summary**

- **Extensive Salesforce Experience:** Proficient in working with Force.com IDE and Salesforce Sandbox environments, with hands-on expertise in migrating from Salesforce Classic to Lightning Experience, including Lightning Components and Lightning App Builder.
- **Apex Development:** Designed and developed Apex Classes, Apex Triggers, synchronous and asynchronous Apex, including Batch Apex, Queueable Apex, Scheduled Apex, and Future Methods for handling complex business logic and large datasets.
- **SOQL/SOSL Expertise:** Skilled in crafting optimized SOQL and SOSL queries for data retrieval and integration into classes and business logic.
- **Lightning Web Components (LWC):** Developed modern single-page applications using Lightning Web Components (LWC) with additional knowledge of Visualforce Pages and Aura Components.
- **Salesforce Architecture & Security:** In-depth knowledge of the Salesforce Data Model, Security Model, Field-Level Security, Sharing Rules, Access Controls, Org Setup, and functional expertise in Sales Cloud and Service Cloud.
- **Administrative Proficiency:** Adept at performing Salesforce administrative tasks, including User Management, Profiles, Roles and Permission Sets, Workflows, Email Notifications, Templates, Reports, and Dashboards.
- **Salesforce Automation:** Expert in implementing automation tools such as Workflows, Process Builder, Flow Builder, Validation Rules, Assignment Rules, and Escalation Rules to streamline business processes.
- **Salesforce Functionalities:** Hands-on experience with Web-to-Lead (Sales Cloud), Web-to-Case, and Email-to-Case (Service Cloud) functionalities.
- **Integration & APIs:** Proficient in third-party integration tools like Dell Boomi and MuleSoft, as well as REST and SOAP APIs, web service integrations, and Salesforce AppExchange packages.
- **UI/UX Expertise:** Knowledge of modern UI and JavaScript frameworks, including HTML5, JavaScript, jQuery, CSS, and Salesforce Lightning Design System (SLDS), ensuring seamless and user-friendly interfaces.
- **SDLC Experience:** Worked across all stages of the Software Development Life Cycle (SDLC), ensuring high-quality deliverables and adherence to best practices.
- **Order Management Expertise:** Proficient in implementing and managing Salesforce Vlocity Order Management solutions, including order orchestration, fulfillment, and lifecycle management.
- **Catalog-Driven Development:** Experienced in leveraging Enterprise Product Catalog (EPC) to create and manage product definitions, ensuring consistent and efficient order capture and processing.
- **Order Decomposition:** Skilled in configuring order decomposition processes to break down complex orders into manageable sub-orders, ensuring streamlined fulfillment workflows.
- **Orchestration and Fulfillment:** Hands-on experience in designing and automating order orchestration processes for end-to-end order fulfillment across multiple systems.
- **OmniStudio Integration:** Expertise in utilizing Salesforce OmniStudio tools to build guided workflows for order capture and customer-centric journeys.
- **Integration Capabilities:** Adept at integrating Vlocity Order Management with external systems such as billing, inventory, and fulfillment platforms using REST and SOAP APIs.
- **Process Optimization:** Focused on optimizing order management processes to enhance operational efficiency, reduce errors, and improve customer satisfaction.

- **Industry Applications:** Experienced in implementing industry-specific solutions for telecommunications, media, and other verticals, addressing unique order management challenges.

## **Projects**

### **Windstream (Telecommunication)**

- Led the implementation of Salesforce solutions to streamline customer management and enhance the sales and service processes.
- Customized Salesforce functionalities to support order management, including product catalog configurations, order capture, and fulfillment processes.
- Integrated Salesforce with external systems using REST APIs for billing, inventory management, and fulfillment workflows.
- Worked on automating workflows and optimizing data structures to improve system efficiency and scalability.

### **Frontier (Telecommunication)**

- Designed and deployed Salesforce solutions to improve customer experience and operational workflows.
- Configured Salesforce Vlocity Order Management for seamless orchestration and lifecycle management of complex orders.
- Developed custom Lightning Web Components (LWC) to enhance the user interface and streamline data entry processes.
- Collaborated with cross-functional teams to implement process automation using Flow Builder, Process Builder, and Apex Triggers.

### **Lumos (Telecommunication)**

- Delivered Salesforce-based solutions tailored for telecommunication services, focusing on service delivery and customer support.
- Built and maintained Vlocity EPC configurations to support new product launches and pricing models.
- Implemented workflows for case management, reducing resolution times and improving customer satisfaction.
- Enhanced reporting capabilities by designing custom dashboards and reports for monitoring key performance metrics.

### **Agent Force (Salesforce AI)**

- Developed an AI-driven solution within Salesforce to optimize lead assignment and sales forecasting using Einstein Analytics and Salesforce AI tools.
- Implemented machine learning models to analyze historical sales data, enabling predictive insights for sales teams.
- Designed automated workflows to assign leads to agents based on scoring models and historical success rates.

- Enhanced agent productivity by integrating custom dashboards that visualize real-time performance metrics and predictions.

### **OneForce (Salesforce Community Cloud)**

- Built and deployed a Salesforce Community Cloud solution to enable seamless collaboration between internal teams.
- Designed a user-friendly community portal using custom branding, Lightning components, and SLDS.
- Enabled secure access to key resources and knowledge articles while ensuring compliance with access control policies.
- Integrated Salesforce Communities with external systems for unified data visibility and transaction processing.
- Enhanced engagement through features such as case creation, feedback collection, and self-service options.

### **Work Experience**

- **Salesforce Developer at NESPON**

#### **SOLUTIONS (MARCH 2022 – Present) Hybrid**

- As a Salesforce developer in Nespon Solution, I'm responsible for working with internal teams globally in multiple regions (including Pakistan, India, Argentina, and the United States).
- Proposing solutions to client requirements in the technical sessions along with developing them.
- Participating in the client's calls daily for better understanding of the business and requirements.
- Apex Classes and Controller to provide functionality to the Lightning Components.
- Worked on Email Templates, Email-to-Case, Assignment Rules, Escalation Rules etc.
- Worked on Messaging Channels, Outlook Integration, Omni-Channel, Omni Supervisor etc.
- Send emails through Apex, Lightning Components and Flows.
- Created Lightning Web Components to fulfill the custom development requirement.
- Work with Apex Rest Services, Soap API, Rest API, Apex Scheduler, Batch Apex, Future Callouts.
- Integration with ChatGPT, Outlook and Gmail.
- Knowledge of Workbench and Postman.
- Worked on Service Cloud which includes (Apex Classes, Triggers, LWC, Controllers etc.)
- Develop Orchestration Plan, Flex Card, Data raptors, Integration Procedures

- **Back-end PHP Developer at Code**

#### **Avenue (MARCH 2020 – FEB 2022)**

##### **On-site**

- Write custom REST APIs for mobile and web applications using LARAVEL framework
- Build reusable code for further use.
- Create and maintain Databases

- Manage Linux servers for application
  - Collaborate with Front-end developers to integrate user-facing elements with server-side logic
  - Worked on NodeJS, ExpressJS and other server-side.
  - Build UI for mobile and web applications.
  - Use standard frameworks like JQUERY, Bootstrap etc
- **Software Developer at Tech Mushrooms**  
**(OCT 2018 – SEP 2020) Remote**  
**(Part-time)**
    - Collaborated with cross-functional teams to gather and analyze requirements.
    - Wrote efficient, maintainable, and reusable code
    - Used version control systems (e.g., Git) to manage and track changes in the codebase.
    - Worked effectively in a remote team environment, communicating through collaboration tools.
    - Created and maintained technical documentation for code, APIs, and system architecture.
    - Developed and executed unit tests to ensure the functionality and stability of the software.
    - Analyzed and resolved technical issues and challenges in a timely manner.
    - Stayed updated on industry trends and emerging technologies.
- **Web Developer at Solodev**  
**(JAN 2018 – SEP 2018) Remote (Freelance)**
    - Engaged in ongoing professional development to enhance skills and stay current with industry advancements.
    - Collaborated with project managers to define project scope, timelines, and deliverables.
    - Conducted research to explore and recommend new tools, frameworks, and approaches.
    - Proposed and implemented solutions to improve software performance and efficiency.
    - Collaborated with quality assurance teams to perform system testing and address issues.
    - Documented code changes, procedures, and best practices for future reference.
    - Participated in virtual meetings to discuss project progress, challenges, and solutions.
    - Conducted code reviews to ensure code quality and adherence to coding standards.

## **Qualification**

### **Bachelor's in Computer Science**

**Iqra University, Karachi, Pakistan – Graduated in 2020**

- Acquired a strong foundation in **software development, data structures, algorithms, and database management systems.**
- Completed coursework in **object-oriented programming, web development, artificial intelligence, and cloud computing.**
- Gained hands-on experience with programming languages such as **Java, C++, Python, and JavaScript** through academic project

## Technical Skills

|                           |                          |                                 |
|---------------------------|--------------------------|---------------------------------|
| <b>Salesforce Clouds:</b> | <b>Salesforce (CRM):</b> | Order Management                |
| Sales Cloud               | OOP                      | Reports and Dashboard           |
| Service Cloud             | Apex                     | Unit test                       |
| Experience Cloud          | Trigger                  | Test Suite and Data Factory     |
| Media Cloud               | Asynchronous Apex        | Security and Access Control     |
| Industry Cloud            | LWC                      | <b>Deployment Tools:</b>        |
| Commerce Cloud            | AURA Component           | Git/GitHub/Bitbucket            |
| <b>Methodologies:</b>     | Visualforce Page         | Copado                          |
| Waterfall                 | SOQL/SOSL                | <b>Project Management Tools</b> |
| Agile                     | Flow                     | Jira                            |
| Scrum                     | Integration (REST/SOAP)  | Azure                           |