# Khan Agwan F

Salesforce Developer, 3+ years experience
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I am a seasoned Salesforce professional with extensive experience in designing and implementing automation solutions and custom applications. With a strong background in Salesforce development, workflow automation, and data management, I have successfully delivered a variety of projects across industries, enhancing operational efficiency and user experience. My expertise includes building Lightning Web Components (LWC), integrating external data sources, and optimizing business processes using Salesforce tools like Flow, Process Builder, and Apex. I excel in collaborating with stakeholders to understand requirements and deliver tailored solutions that meet both business needs and technical specifications.

**INDUSTRIES:** Management Software, Consumer Goods and Services, Manufacturing, Technology, Security, Banking and Finance

## TECHNICAL SKILLS

| | |
|---|---|
| • Salesforce Admin | 3 years & 8 months |
| • Salesforce Lightning | 3 years & 8 months |
| • Salesforce Data Model | 3 years & 8 months |
| • Salesforce DB | 3 years & 8 months |
| • Visual Force | 2 years |

## PROJECT DETAILS

• EXL Project — June-2024 - September-2024

Project Description: Developed a tailored solution for automating complex calculations and presenting data through interactive Lightning Web Components (LWCs). The project streamlined operations, enhanced data accuracy, and delivered user-friendly interfaces
Responsibilities: Automated complex calculations and displayed data using custom LWC components. Collaborated with clients to refine requirements and deliver tailored solutions.
Technologies: Salesforce
Industry: Management Software

• Panache Exhibition — September-2024 - November-2024

Project Description: Developed and implemented a comprehensive lead management module that integrated data from websites and WhatsApp, enhancing lead capture and tracking processes. Additionally, automated Opportunity stages to trigger client email notifications, ensuring timely communication and engagement
Responsibilities: Lead Management: Integrated data from multiple sources, including websites and WhatsApp, to streamline lead capture, improve tracking accuracy, and enhance follow-up processes. Automation: Designed automated processes to update Opportunity stages, triggering personalized email notifications to clients based on stage transitions, improving customer experience and communication efficiency. Data Integration: Utilized Salesforce's integration capabilities to ensure seamless data flow between external platforms (websites and WhatsApp) and the CRM system. Customer Engagement: Enhanced client engagement through timely, automated email communications, resulting in improved lead conversion rates and client satisfaction.
Technologies: Salesforce
Industry: Consumer Goods and Services

• KGS / KAR Project March-2022 - May-2022

Project Description: Developed and managed an integrated system for handling car parts data and automating customer email communications for the KGS/KAR project. The solution streamlined data management and enhanced customer engagement by leveraging Salesforce tools and customizations. Key aspects of the project include

Responsibilities: Data Management: Designed and implemented workflows to maintain and optimize car parts records, ensuring accuracy and ease of retrieval. Automation: Built automated processes using Flow and Process Builder to streamline operations and eliminate manual dependencies. Customer Communication: Developed automated email communication frameworks to provide timely updates to customers, enhancing their experience and satisfaction. Custom Development: Utilized Lightning Web Components (LWC) for interactive and efficient user interfaces, improving usability and functionality.

Technologies: Salesforce

Industry: Manufacturing

• CGI June-2022 - March-2023

Project Description: Developed and implemented an automated system for managing folders and templates in Salesforce, tailored to record status changes. The solution provided seamless organization and enhanced user experience through modern UI integration.

Responsibilities: Automated folder creation and template management based on record status. Integrated Lightning Design System for a consistent and modern UI.

Technologies: Salesforce

Industry: Technology

• Flock Safety June-2021 - March-2022

Project Description: Developed and implemented an advanced Project Management Tool for Flock Safety, triggered by Salesforce Opportunity updates. The solution automatically generates Projects, Sub-Projects, and Tasks based on Opportunity milestones, ensuring consistent and structured project workflows. Key contributions include: Automation: Designed and configured workflow automations to create Project hierarchies dynamically, reducing manual effort and increasing efficiency. Data Sync: Engineered processes to track and update changes in Project records in real time, ensuring seamless synchronization between Opportunity updates and associated Projects. Workflow Optimization: Streamlined end-to-end workflows, resulting in improved project visibility and operational accuracy across teams. Scalability: Delivered a scalable framework adaptable to future business growth and customization needs. This project not only optimized internal processes but also enhanced team collaboration by integrating automated updates and reducing manual errors.

Responsibilities: Project Development: Designed and implemented a custom Project Management Tool triggered by Salesforce Opportunity updates. Created automation workflows to generate Projects, Sub-Projects, and Tasks dynamically, ensuring alignment with business requirements. Automation and Process Improvement: Developed automated processes to track and update changes in Project records in real-time. Enhanced workflow efficiency by minimizing manual intervention and ensuring data consistency across related records. Collaboration and Requirements Gathering: Collaborated with cross-functional teams to understand project requirements and translate them into technical solutions. Conducted regular reviews with stakeholders to refine features and ensure the solution met business objectives. Testing and Deployment: Performed rigorous testing to identify and resolve issues before deployment. Deployed the solution with minimal downtime, ensuring seamless integration into existing systems. Post-Implementation Support: Provided training and documentation to end-users, facilitating the adoption of the new tool. Monitored system performance post-deployment and implemented improvements based on user feedback. Technical Expertise: Utilized Salesforce tools such as Flow Builder, Process Builder, and Apex to develop automation solutions. Ensured compliance with Salesforce best practices and organizational standards.

Technologies: Salesforce

Industry: Security

• Prime Pay (Arizona) March-2023 - June-2024

Project Description: Designed and implemented a comprehensive solution for managing broker and customer data, incorporating advanced workflows and email automation for seamless operations. Custom components were developed to enhance case management and data visualization capabilities, ensuring an efficient and user-centric approach.

Responsibilities: Managed broker and customer data with complex workflows and email automation. Developed custom components for case management and data visualization

Technologies: Salesforce

Industry: Banking and Finance

## EMPLOYMENT HISTORY

• Salesforce Developer

Description: Gathering requirements directly from the client after process those requirements and distribute that into the team and work together.

## CERTIFICATION

• Salesforce AI Associate by Salesforce 2024
• Salesforce Associate 1 by Salesforce 2023
• Salesforce Plateform Developer 1 by Salesforce 2022
• Salesforce Administrator by Salesforce 2022

## EDUCATION

• Masters degree in MCA from Jaipur National University 2019 - 2021

## LANGUAGES

• English - intermediate

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