

MOHD KHAIRI BIN MOHD FAUZI

Senior Software Engineer

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Professional Summary

Certified AI Practitioner and Salesforce Developer with 7+ years of experience designing automation-first solutions for business operations and customer workflows. Skilled in GenAI tools (ChatGPT, n8n), prompt engineering, Python automation, and system integrations. Proven track record in process optimization, stakeholder enablement, and driving adoption of AI-powered solutions across global teams.

Certifications

- Salesforce Platform App Builder — License ID: 2783851
 - Certified Artificial Intelligence Practitioner — CertNexus ID: 2022003911
 - Certified Data Science Practitioner — CertNexus ID: 2022003911
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Technical Skills & Tools

GenAI & Automation Platforms

ChatGPT, Gemini, n8n, Zapier, OpenAI API, Prompt Engineering, Google Workspace API, Salesforce Flow, Python

Salesforce Platform

Apex Classes, Triggers, Lightning Web Components (LWC), Visualforce, Process Builder, Flow Builder, SQL, Validation Rules, Custom Objects, Permission Sets, Change Sets, Salesforce DX, Named Credentials, REST APIs

Language & Tools

Python, Apex, SQL, JavaScript, HTML, XML, JSON, Docker, Apache Airflow, n8n

Data Processing & ETL

Data Extraction, Transformation & Load (ETL), Salesforce Data Loader, Workbench, CSV Processing, API-based data ingestion

Cloud & DevOps

AWS (S3, Lambda), Docker, GitLab CI/CD, Git, VS Code, Git Bash

Collaboration & Project Tools

Jira, Confluence, Agile Scrum, UAT Coordination, Documentation, Stakeholder Demos

Project Experience

Role: Senior Engineer (Salesforce & Automation)

Project: AI & Automation Projects

- GenAI Workflow Automation: Built and deployed intelligent workflows using ChatGPT, Google Workspace API, and n8n to automate reporting, approval routing, and email handling—reducing manual effort by 60%
- Prompt Engineering for Internal Use Cases: Designed reusable prompt templates for use in compliance reviews, automated data summaries, and customer responses. Reduced turnaround time for risk assessments by 40%.
- LLM-Enhanced Data Processing: Integrated OpenAI API to enrich Salesforce datasets (e.g., entity name validation, record summaries) within Python-based ETL pipelines using Airflow and AWS Lambda.

Project :CRM + Automation Enhancement for LSEG

- Designed Apex triggers and LWC components to streamline account and case management across departments. –
- Integrated Salesforce with Google Workspace and external tools using Python, REST APIs, and automation pipelines.
- Developed Flows and declarative logic to reduce dependency on manual updates.
- Created sandbox deployment pipelines using GitLab CI/CD; managed UAT cycles and stakeholder demos.
- Documented system architecture and conducted end-user training for global business units.

Role: Salesforce Project Automation Specialist

Project: Salesforce Process Transformation – Refinitiv

- Conducted stakeholder interviews to capture business process requirements.
 - Implemented workflows, approval processes, and Process Builder logic to manage request lifecycles.
 - Managed user access, license allocation, and audit reporting using out-of-the-box tools.
 - Created admin documentation and internal knowledge base articles.
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Work Experience

Senior Engineer (Salesforce & Automation) | London Stock Exchange Group

Nov 2019 - Present

- Lead Salesforce development projects including Apex triggers, LWC, custom object modeling, and Flow automation.
- Designed and built REST API integrations for external platforms and tools.
- Managed deployments using GitLab and Change Sets; coordinated UAT and user training with business users. - Wrote documentation and delivered knowledge transfer sessions to cross-functional teams.
- Developed and maintained Python-based ETL pipelines, using Airflow and Docker, deploying to AWS.
- Integrated large language models (LLMs) into internal pipelines to auto-generate field summaries and classification tags in Salesforce; improved analyst accuracy and saved 20+ hours/month.

Salesforce Project Automation Specialist | Refinitiv an LSEG Business

Aug 2018 – Nov 2019

- Customized Salesforce through workflows, Process Builder, field-level security, and user hierarchy design.
- Collaborated with global stakeholders to capture requirements and translate them into working Salesforce features.
- Managed user licenses, roles, and permissions while maintaining platform integrity.
- Provided internal training and system documentation for Salesforce updates.

Thomson Reuters

Analyst, Screening Resolution Service

Apr 2017 – Aug 2018

- Conducted compliance screening on high-risk individuals/entities using WorldCheck and media data.
- Cleaned, categorized, and prepared risk reports according to client-specific requirements.

CITIBANK Transaction Service (M) Sdn Bhd

Trade Service Analyst, EMEA Region

Mar 2014 – Mar 2017

- Processed trade finance transactions and handled Letters of Credit for clients in the EMEA region.
- Ensured compliance with financial regulations and SLAs, while supporting Relationship Managers.

PETRONAS Lubricants International Sdn. Bhd.

Internship – Planning & Performance, Group Finance

Jul 2013 – Dec 2013

- Assisted in updating exchange rate tables, consolidating monthly performance data, and preparing budget presentations.
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Education

Bachelor of Business Administration (Hons) Finance

UiTM Kota Bharu, Kelantan — *Dec 2011 – Dec 2013*

CGPA: 3.21

Diploma in Business Studies

UiTM Merbok, Kedah — *Dec 2008 – Jul 2011*

CGPA: 2.96

Technical Skills Overview

- **Languages & Tools:** Python, Apex, SOQL, JavaScript, HTML/CSS, XML, JSON, jQuery, AJAX, DHTML, Java, Docker, GitLab, Salesforce DX
- **Automation:** Apache Airflow, Zapier, n8n, REST APIs
- **Cloud & Data:** AWS (Deployment), LLMs, Data Cleaning
- **Project Tools:** Jira, Confluence, Agile Methodology