

Shakhawat Hossain

Salesforce Developer with **5 years** of experience and **6 certifications**. Skilled in Apex, Lightning Web Components, Visualforce, JavaScript, and RESTful services. **Implemented 12+ highly customized applications** that improve business processes and user experience, collaborating with international teams in **the USA, Europe, and Japan**. Strong **ownership** abilities, with a track record of completing complex implementations on schedule.

WORK EXPERIENCE

FinSource Limited — Dhaka, Bangladesh — **Salesforce Developer**

Dec 2021 - present

FinSource is an in-house team of the American company called EdgeCo Holdings.

- Designing and developing 7+ custom applications using Apex, JavaScript, Lightning Web Components, and VisualForce, meeting all stakeholder requirements.
- Conducting robust testing and deployment using Azure DevOps, SFDX, TDD, and CI/CD to ensure seamless delivery and reliable products.
- Implemented a large-scale case management system and help center site, resolving issues for 75,000 clients and providing regular support to 300 advisors.
- Developed an advisor hiring system from scratch that reduced hiring time by 40% and enhanced advisor applicant quality, contributing significantly to company expansion.
- Enhanced wealth management capabilities in FSC, enabling advisors to efficiently track assets, deliver personalized advice, manage portfolios.
- Integrated Salesforce with Fidelity, enabling data synchronization between the two systems using RESTful services, which increased advisor productivity by 25%.

BJIT Limited — Dhaka, Bangladesh — **Salesforce Developer**

Jan 2020 - Nov 2021

BJIT Limited is a global IT firm specializing in outsourcing across Europe and Japan.

- Developed and deployed 5+ custom applications using Apex, SOQL, Lightning Web Components, VisualForce, meeting specific business requirements.
- Built 50+ Lightning Components to create a responsive user interface and enhance user experience across different devices.
- Enhanced the sales process by utilizing Salesforce Opportunities, Products, Price Books, and Quotes, improving 30% deal closure efficiency.
- Automated 20+ complex business workflows using Flows and Process Builder, reducing manual effort and improving operational efficiency by 30%.
- Optimized a legacy Salesforce instance to enhance scalability and performance for quote generation, achieving a 40% reduction in quote generation time.

EDUCATION

Daffodil International University, Dhaka, Bangladesh

Bachelor of Science in Computer Science and Engineering

Jan 2016 - Dec 2019

EU Blue Card eligible university & degree

Dhaka, Bangladesh

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TECHNICAL SKILLS

Cloud Expertise

Sales Cloud, Service Cloud, Experience Cloud, Financial Services Cloud

Salesforce Skills

Apex, JavaScript
Apex Triggers, SOQL
Lightning Web Components (LWC), Aura, Visualforce
Flows, Approval Processes
REST API, Apex Web Services

Tools

Git, Salesforce DX, CI/CD
Pipelines, TDD, Azure DevOps, Jira, Agile, Scrum

CERTIFICATIONS

Certified Platform Developer I
Certified Platform Developer II
Certified JavaScript Developer I
Certified Administrator
Certified Platform App Builder
Certified Associate

LANGUAGES

English, fluent
German, beginner
Bengali, native

INTERESTS

Business Knowledge, Reading books, Learning new things, Cycling, Swimming