

MUHAMMAD UZAIR SAIF

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Right to Work : Eligible to work in the UK — no sponsorship required.

SUMMARY

Versatile Software Engineer with 6+ years delivering enterprise SaaS features on Salesforce, .NET, and advanced middleware platforms. Experienced in full-lifecycle development—object-oriented design, Apex/.NET coding, automated testing, performance profiling, and CI/CD—within fast-paced Agile/Scrum teams. Adept at building secure, scalable architectures that handle thousands of concurrent users and integrate seamlessly via REST/Web Services and middleware solutions including MuleSoft, IBM Integration Bus, and other iPaaS tools. Renowned for clear cross-functional communication, mentoring junior engineers, and partnering with Product, Support, and Consulting to release customer-ready functionality on schedule. Passionate about continuous improvement, competitive benchmarking, and maximising the Salesforce platform to power connected-services businesses.

SKILLS

Programming & Development: Apex, .NET (C#), Lightning Web Components (LWC), Visualforce, SOQL, Object-Oriented Design, Automated Testing.

Integrations & Middleware: MuleSoft Anypoint Platform, IBM Integration Bus, REST & SOAP APIs, Web Services, Salesforce Event Bus, iPaaS solutions.

Salesforce Platform Expertise: Salesforce Administration, Custom Objects & Fields, Process Automation (Flows, Workflow Rules, Process Builder), Reports & Dashboards, Salesforce DX, Change Sets.

Agile & CI/CD: Scrum methodology, Sprint Planning, Version Control (GIT), CI/CD Pipelines, Test-Driven Development (TDD).

Database & Data Management: Microsoft SQL Server, SSIS, stored procedures, indexing & performance tuning, data warehousing concepts, relational modelling

Data & Architecture: Enterprise Application Design, Database Design, Data Integration, Performance Optimization, Scalable Architecture Principles.

Cross-functional Collaboration: Partnering with Product Owners, Business Analysts, and Technical Architects, mentoring team members, and supporting multi-departmental initiatives.

Cloud & SaaS Expertise: Salesforce Cloud Platform, ERP solutions, Cloud-based SaaS delivery.

EXPERIENCE

Technical Consultant

Tectonic Pvt. Limited – Karachi, Pakistan

Jan 2022 – Nov 2024

- Implemented Salesforce Service Cloud for a large-scale client, meeting 100% delivery milestones and increasing agent productivity by 35%.
- Engineered real-time data synchronization between Salesforce and SQL Server and other systems,

reducing transaction latency by 40% and improving data accuracy across platforms.

- Collaborated with cross-functional teams, leading solution design, client communication, and delivery-contributing to a 25% increase in client satisfaction scores.
- Delivered 3+ end-to-end integrations using MuleSoft's API-led architecture, enhancing Salesforce Data Cloud and Service Cloud connectivity and improving data sync efficiency by 60%.
- 12x Salesforce Certified Developer with expertise in frontend and backend development, skilled in Apex, Lightning Web Components (LWC), Visualforce Pages, Batchable Apex, Triggers, and Flows.
- Directed a team of 3 Salesforce developers to optimize business workflows, standardize coding practices, and deliver projects 20% ahead of schedule.

Technology Stack: MuleSoft, Salesforce Data Cloud, Service Cloud, Sales Cloud, Agentforce.

Senior Software Engineer

Techlogix Pvt. Limited - Karachi, Pakistan
Jan 2021 – Dec 2021

- Integrated IRIS flows on IBM Integration Bus (IIB) for Bank AL Habib's Debit Card module, boosting internet banking transaction efficiency by 45%.
- Diagnosed and resolved over 10+ critical production issues in Bank AL Habib, improving system stability and reducing downtime by 30%.
- Led Disaster Recovery (DR) simulates across key banking systems, ensuring 100% compliance with regulatory business continuity standards.
- Developed a customer information amendment application for UBL in collaboration with IBM, streamlining customer data workflows and reducing manual intervention by 70%.
- Completed advanced training and certification in MuleSoft, preparing for scalable integration projects and future client needs.

Technology Stack: ASP.NET, IBM Integration Bus (IIB), DB2, MuleSoft, Oracle.

Software Engineer

Wemsol Pvt. Limited (KEENU) - Karachi, Pakistan
Apr 2018 – Jan 2021

- Integrated 10+ payment providers into the NetConnect gateway, expanding transaction support and increasing digital payment volume by 50%.
- Built secure and scalable web and Windows services using .NET and C#, leveraging RSA encryption to ensure end-to-end data protection across payment systems.
- Delivered full SDLC contributions—from requirements gathering to deployment—for high-impact projects, achieving 99.9% service uptime in production.
- Led code reviews, mentored 3 junior developers, and managed Git branch merges, improving code integration speed by 30% and reducing release errors.

Technology Stack: .NET Framework, Web Forms, Windows Services, Web Services, C#, jQuery, JavaScript, SQL Server.

PROJECTS

BRECKENRIDGE GRAND VACATIONS – SALESFORCE (TECTONIC)

- Delivered end-to-end Sales Cloud implementation, customizing lead, contact, and opportunity functionalities to align with client-specific sales processes and workflows.
- Integrated Salesforce with third-party systems such as Chase Data and Zingle using REST APIs and Apex-based custom development, improving cross-platform communication and reducing manual intervention by 50%.
- Developed and deployed a scalable contact and lead merging solution, eliminating data duplication and improving record accuracy by 60%.
- Led the resolution of complex data migration issues using Data Loader and Workbench, ensuring seamless migration of historical data with zero critical data loss.
- Managed the full project lifecycle, from discovery and development to deployment and post-go-live support, achieving on-time delivery and a 40% reduction in post-deployment defects.

YELLOWSTONE CLUB – MULESOFT (TECTONIC)

- Implemented integration projects and integrated many systems in it.
- Led the integration part to integrate features seamlessly.
- Executed data integration using MuleSoft to connect Salesforce with diverse data sources like RTP, Sevenrooms and Meevo.
- Worked on project from start to deployment and provided post-deployment support as well.

BILTMORE – SALESFORCE & MULESOFT (TECTONIC)

- Delivered cross-cloud implementation by integrating Service Cloud, Data Cloud, and Marketing Cloud, streamlining multi-channel customer engagement across business units.
- Led end-to-end MuleSoft integration, architecting API-led connectivity between Salesforce and external systems including SMS gateways, CounterPoint, and ETIX, enabling real-time data flow and reducing manual syncing by 70%.
- Championed integration strategy across Salesforce modules and external platforms, ensuring seamless connectivity and reducing integration defects by 50%.

CHEROKEE NATION – SALESFORCE & MULESOFT (TECTONIC)

- Architected and developed a custom Salesforce Community from the ground up using Lightning Web Components (LWC) and Aura Components, enhancing user experience and engagement by 50%.
- Designed and implemented complex Aura components to support dynamic UI rendering, efficient data binding, and seamless cross-component communication.
- Built automation workflows using Flows and Process Builder, reducing manual effort and increasing operational efficiency by 30%.
- Developed MuleSoft integration flows to seamlessly ingest external data into Salesforce, enabling real-time data availability and streamlined business processes.

DEBIT CARD MODULE INTEGRATION – IBM INTEGRATION BUS (TECHLOGIX)

- Integrated IRIS API's and bank core databases to create debit-card different modules for Bank al Habib.
- Played a pivotal role in the development and maintenance of the application, assuming leadership responsibilities for integration development.

NetConnect – NETCONNECT – ASP.NET (KEENU)

- Revamped the entire NetConnect platform from the ground up, improving overall system performance,

maintainability, and scalability.

- Implemented robust encryption and hashing algorithms including SHA256, RSA, and RS256, significantly enhancing application-level data security.
- Integrated Mastercard's iframe-based payment solution, reducing external payment failures by 30% and improving checkout experience.
- Integrated Keenu Wallet and developed payment gateways with multiple banks, enabling seamless multi-channel transactions and expanding merchant payment options.
- Engineered a standardized onboarding and transaction mechanism for merchants, reducing merchant integration time by 40%.
- Delivered technical support and integration guidance to over 20 merchant clients, improving partner satisfaction and adoption rates.
- Optimized application performance and security, leading to a 25% improvement in response time and compliance with industry-grade security benchmarks.

Merchant and NetConnect Portals – ASP.NET Core (KEENU)

- Designed and developed the NetConnect and Merchant Portals using ASP.NET Core, enabling seamless transaction tracking and merchant onboarding for over 100 active users.
- Created dynamic and exportable reports based on business requirements, improving financial and transaction data visibility for internal teams and merchants.
- Developed and consumed RESTful services to integrate the portals with Keenu Wallet and other internal systems, enhancing real-time data synchronization across platforms.
- Implemented secure authentication and role-based access, ensuring platform reliability and protecting sensitive merchant data from unauthorized access.
- Contributed to faster release cycles by collaborating with QA and DevOps teams to deploy updates with zero downtime.

CIF Amendment (UBL Bank) – ASP.NET (TECHLOGIX)

- Developed a Customer Information File (CIF) Amendment system using ASP.NET, fully integrated with UBL's core banking services to manage and update customer data securely.
- Led the development efforts across multiple modules, taking ownership of design, implementation, and code quality, which accelerated delivery timelines by 20%.
- Collaborated with the IBM Agile Transformation team, contributing to the rollout of Agile practices in one of Pakistan's largest banks.
- Worked closely with cross-functional teams, including QA, DevOps, and business analysts, to ensure smooth deployment and alignment with banking requirements.

EDUCATION

UNIVERSITY OF EAST ANGLIA — MSc DIGITAL BUSINESS AND MANAGEMENT

Sep 2023 – Sep 2024

- During my degree program, I focused on the business aspects of software implementation and digital transformation, taking courses such as Marketing and Supply Chain Management. These courses enhanced my skills in understanding projects from a business perspective.
- My dissertation was a research-based report on the Impact of Emerging Digital Technologies on Employee Outcomes for Professional Service Providers in the Software Industry. I conducted interviews with software employees from various companies in Pakistan and performed a thematic analysis of the

findings.

- I received distinction in my dissertation.

BAHRIA UNIVERSITY — MASTER OF SOFTWARE ENGINEERING

Sep 2019 – Aug 2021

- During my program, I focused on advanced computer science concepts such as algorithms, data structures, and advanced software engineering principles as well as AI based elective courses.

BAHRIA UNIVERSITY — BACHELOR OF SOFTWARE ENGINEERING

Sep 2013 – Aug 2017

- During my program, I focused on core computer science concepts such as algorithms, data structures, and software engineering principles.
- For my final year project, I developed a human tracking system, which included an Android app and a web-based portal for managing tracked individuals.

CERTIFICATIONS

- Salesforce Certified MuleSoft Associate
- Salesforce Certified MuleSoft Developer 1
- Salesforce Certified Platform Developer 2
- Salesforce Certified Platform Developer 1
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified AI Specialist
- Salesforce Certified AI Associate
- Salesforce Certified Associate
- Salesforce Certified Data Cloud Consultant
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Sales Cloud Consultant