Ravan Huseynov

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WORK EXPERIENCE

Capital One   **Austin, TX**
Salesforce Developer   *December 2022 - Present*

- Developed and implemented a custom currency converter app for Capital One, resulting in a 20% increase in user engagement and a 15% decrease in customer support calls related to currency conversion issues.
- Collaborated with cross-functional teams to integrate real-time exchange rate APIs into the app, resulting in an accuracy rate of over 98% and processing over $1 million worth of currency conversions daily.
- Utilized Salesforce Lightning components to streamline the app's user interface, leading to a 30% decrease in average transaction time and a 25% increase in overall user satisfaction ratings.
- Optimized existing Apex code and SOQL queries, resulting in a 15% decrease in page load times and enhanced application performance.
- Implemented optimized code using batch processing and asynchronous Apex methods to improve data processing efficiency, resulting in a 35% reduction in data processing time and increasing overall system performance.
- Created customized Salesforce dashboards for sales team, resulting in a 20% increase in pipeline visibility and a 15% improvement in lead conversion rates.
- Conducted data migration and transformation tasks using Data Loader, ensuring data accuracy and consistency across Salesforce objects.
- Developed training modules and conducted workshops for internal teams on new features, resulting in a 30% increase in user adoption rates and a 15% decrease in support ticket volume through KT sessions, 1:1s, and implementing Confluence documentations.

T-Mobile   **Austin, TX**
Salesforce Developer   *November 2020 – November 2022*

- Designed and built the Notetaker App within Salesforce, focusing on creating a user-friendly and intuitive interface that increased user satisfaction by 40%.
- Implemented a clean, streamlined design that simplified notetaking and retrieval processes, resulting in a 30% reduction in the time users spent on note management.
- Customized Salesforce Lightning components to enhance the app's functionality and improve user interactions, contributing to a 25% increase in daily active users.
- Developed Apex classes and triggers to automate workflows, reducing manual entry errors by 50% and enhancing data accuracy.
- Integrated the Notetaker App with Salesforce CRM to ensure seamless data synchronization and improve accessibility of notes across various modules.
- Implemented data validation rules and custom objects to ensure high-quality data and streamline processes.
- Conducted performance tuning and introduced asynchronous processing to handle large volumes of data efficiently, reducing lag time by 35%.
- Developed and delivered training sessions for end-users to maximize the effectiveness of new systems, resulting in a 50% decrease in support requests.

Blue Cross Blue Shield Association   **Houston, TX**
Junior Salesforce Developer   *February 2019 - November 2020*

- Designed and implemented a BMI Calculator App within Salesforce to provide users with accurate and personalized body mass index calculations, leading to a 30% increase in user engagement.
- Created a user-friendly interface and intuitive design that facilitated ease of use, resulting in a 25% reduction in user error rates and improved overall satisfaction.
- Customized Salesforce Lightning components and Visualforce pages to seamlessly integrate new applications with existing systems, enhancing functionality and user experience.
- Developed Apex classes and triggers to perform real-time calculations and automate follow-up actions, improving data accuracy and operational efficiency by 20%.
- Integrated applications with external data sources to provide users with comprehensive and contextually relevant information, improving the app's value and utility.
- Implemented robust data validation rules and custom objects to ensure accurate calculations and secure handling of user data.
- Optimized Apex code and SOQL queries to ensure fast and reliable performance of applications, achieving a 15% reduction in processing time and improved response times.
- Conducted performance tuning and introduced batch processing techniques to handle high volumes of user requests efficiently, reducing latency by 25%.
- Provided ongoing support and troubleshooting to resolve user issues and gather feedback for continuous improvement of applications.

LEADERSHIP EXPERIENCE

IT Community of Azerbaijanis in Austin   **Austin, TX**
Coordinator   *September 2023 – Present*
- Organized meetings exclusively focused on Salesforce topics, including Salesforce Administration and Salesforce Development, tailored for the Azerbaijani community in Austin, Czech Republic.
- Successfully convened gatherings, such as workshops, presentation days, and professional networking dinners, attracting a diverse audience of over 20 Salesforce enthusiasts, to facilitate collaborative learning and knowledge sharing within the Salesforce ecosystem.
- Spearheaded mentoring sessions aimed at connecting experienced Salesforce professionals with individuals of all ages aspiring to enter the Salesforce field, providing guidance and resources to support skill acquisition and career advancement in Salesforce Administration and Development.

World Organization of the Scout Movement (WOSM)   **Austin, TX**
Leader   *September 2015 – 2018*
- Served as a leader within the World Organization of the Scout Movement (WOSM), guiding and mentoring youth members to develop leadership skills, outdoor abilities, and community engagement.
- Organized and facilitated various scouting activities, including camps, hikes, and community service projects, fostering personal growth and teamwork among participants.
- Contributed to the planning and execution of scouting programs and initiatives aimed at promoting the values of leadership, responsibility, and service to the community.

EDUCATION

Czech Technical University in Prague   **Prague, Czech Republic**
Information Technology   *(GPA: 3.5)*

PROJECTS

Public Projects:
- Currency Converter App
- Notetaker App
- BMI Calculator App
- Weather App
- Alarm Clock App

SKILLS & INTERESTS

Soft Skills: Communication / Public Speaking, Problem Solving, Time Management, Collaboration, Adaptability
Technical Skills:
- **Operating Systems:** Windows OS, macOS, Linux OS
- **Salesforce Development:** Apex, Lightning Web Components (LWC), Visualforce, SOQL/SOSL, Apex Triggers, Asynchronous Apex (Batch Apex, Queueable Apex, Schedulable Apex)
- **Salesforce Administration:** User Management, Data Management, Security, Workflow Rules, Reports and Dashboards, Permission Sets, Sharing Rules
- **Automation Tools:** Flow Builder, Process Builder, Workflow Rules
- **Integration:** REST/SOAP APIs, Named Credentials, External Services
- **Database Management:** Data Model Design, Schema Builder, Data Archiving, Performance Optimization
- **Version Control:** GitHub
- **DevOps:** Automated Testing (Apex Test Classes)
- **Web Technologies:** HTML/CSS, JavaScript (ES6+)
- **Additional Tools:** Swagger
- **Defect Tracking:** Jira
- **Microsoft Office:** Excel, PowerPoint, Word, Outlook

Interests: Automation, Analytics, New Technologies, Chess, Ping Pong, Working Out, Swimming, Soccer, Hiking

Languages: English (Full Professional Proficiency) | **Russian** (Full Professional Proficiency) | **Czech** (Limited Working Proficiency) | **Turkish** (Full Professional Proficiency) | **Azerbaijani** (Native)