

# SHIEK NAKAR ABDURAHMAN

Cebu, Philippines | shiekadburahman@gmail.com | Phone: Available Upon Request

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## PROFESSIONAL SUMMARY

Results-driven Salesforce Developer and Web Developer with hands-on experience designing, developing, and deploying enterprise-grade CRM solutions and modern web applications across diverse business domains. Skilled at translating complex business requirements into scalable technical architectures, building custom automation, and integrating third-party systems via REST APIs. Strong command of Apex, LWC, Flow automation, React, and Tailwind CSS. Proven ability to deliver independently in remote, cross-functional environments.

## PROFESSIONAL EXPERIENCE

### Freelance Salesforce Developer

January 2025 — Present

*Self-Employed — Remote, Servicing International Clients (United States, Singapore)*

- Deliver end-to-end Salesforce solutions for multiple concurrent clients across booking, operations, marketing, and recruitment domains, ensuring alignment with business processes and organizational KPIs.
- Architect and implement custom objects, fields, validation rules, and relationship models to support complex data structures and cross-functional reporting requirements.
- Design and deploy Salesforce Flows, automations, and scheduled jobs to eliminate manual data entry, enforce business logic, and streamline approval cycles across client organizations.
- Develop custom Apex triggers, classes, and batch processes to handle advanced validations, data transformations, and backend logic beyond declarative capabilities.
- Engineer REST API integrations between Salesforce and external web applications, enabling real-time bidirectional data synchronization and unified operational dashboards.
- Model and optimize data architectures for scalability, implementing role hierarchies, sharing rules, and field-level security to maintain data integrity and compliance.

### Freelance Web Developer

2024 — 2025

*Self-Employed — Remote*

- Built custom, responsive web applications using React, JavaScript (ES6+), HTML5, CSS3, and Tailwind CSS, with a strong focus on crafting pixel-perfect user interfaces, smooth interactions, and cross-browser compatibility.
- Developed Lightning Web Components (LWC) and integrated them into Salesforce environments to extend platform functionality and deliver polished, component-driven user experiences.
- Handled light backend work as needed, connecting frontends to Firebase and REST APIs for real-time data persistence, user authentication, and third-party service integration.
- Managed full project lifecycles from design to deployment, consistently delivering on time and meeting client expectations.

### Customer Service Representative

2024 — 2025

*Alorica*

- Handled high volumes of customer inquiries across multiple channels, resolving issues efficiently while maintaining service-level agreement targets and quality benchmarks.
- Developed strong communication and active listening skills through direct customer interactions, building the ability to understand user needs — competencies that directly translate to building better software.

### Freelance Video Editor

2023 — 2025

*Freelance / Contract — Remote*

- Produced and edited video content for clients across various industries, managing end-to-end post-production workflows including color grading, audio mixing, and motion graphics.
- Delivered polished content under tight deadlines while managing multiple concurrent projects with competing priorities.

## SELECTED PROJECTS

### Salesforce–Web Application Integration Platform

- Designed integration architecture connecting an external web application to Salesforce with RESTful endpoints, OAuth 2.0 authentication, and error-handling middleware for secure, real-time data exchange.

### Booking & Reservation Management System

- Built a Salesforce-native data model and automated booking workflows with Flow and Apex to manage room inventory, reservations, availability checks, and status transitions, replacing a manual spreadsheet process.

## TECHNICAL SKILLS

**Salesforce:** Apex (Triggers, Classes, Batch), LWC, Flows, Process Builder, Validation Rules, Custom Objects & Fields, Data Modeling, Role Hierarchies, Sharing Rules, Field-Level Security, Reports & Dashboards

**Integration & APIs:** REST API Design & Consumption, OAuth 2.0, JSON/XML Data Handling, Middleware Architecture

**Web Development:** JavaScript (ES6+), React, HTML5, CSS3, Tailwind CSS, Firebase, Responsive Design

**Tools:** Git, VS Code, Salesforce CLI, SOQL/SOSL, System Documentation, Agile/Scrum

**Languages:** English (Professional Working Proficiency), Filipino (Native)