

# LAWAL SAHEED

Nigerian | No. 70, Olosan Street, Ogo Oluwa Area, Osogbo, Osun State, Nigeria | +2347034307464  
E-mail: lawalsaheed1010@gmail.com | LinkedIn: [www.linkedin.com/in/lawal-saheed-514323234](https://www.linkedin.com/in/lawal-saheed-514323234)

## PROFILE

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A web Developer and Salesforce Practitioner with a background in sales and CRM systems. Skilled in front-end development and salesforce customization to help businesses work smarter. Strong problem-solving and communication abilities, and ability to bridge the gap between technical solutions and business strategy.

## SUMMARY

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- Motivated self-starter with a background in sales and CRM systems, currently transitioning into Web Development and Salesforce customization.
- Skilled in building responsive web interfaces and automating business processes using Salesforce tools.
- Committed to solving real-world problems through technology and contributing to global digital transformation.
- Versatile and Experienced Web Developer with a strong record of creating responsive, user-focused websites tailored to clients needs.
- Skilled in Front End Technologies (HTML, CSS, JAVASCRIPT, TAILWIND, REACT, GIT, GIT HUB)
- Experienced in delivering high quality projects that boost user engagement and support business growth across diverse industries.

## EDUCATION

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- Salesforce Trailhead & Online Bootcamps – Remote Salesforce Platform Developer I Certification (In Progress)
- ALX Professional Foundation Programme (In Progress)
- FreeCodeCamp & Scrimba – Remote Front-End Development Certificate (HTML, CSS, JavaScript)
- Osun State Polytechnic Iree – Osun, National Diploma in Computer Engineering.

## CERTIFICATE

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- Phone Based Customer Service

<https://www.linkedin.com/learning/certificates/0a8b6159ac047e0f6999603ad86ea5c3797e3f56a28fd2d4179eefe6a2bbabd5>

- Customer Service: Problem Solving and Troubleshooting

<https://www.linkedin.com/learning/certificates/fdae9e797c0b9e770918af62c5ab855b4afc63ef3bd68ac5d1bb8601ecea43ed>

## **WORK EXPERIENCE**

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### **CRM Support Specialist – Xpertech Solutions Group Lagos, Nigeria | May 2023 – Feb 2024**

- Supported CRM operations and trained sales staff on lead tracking and reporting
- Collaborated with the tech team to improve data workflows and sparked interest in Salesforce development
- Reduced manual data entry by 30% through process optimization

### **Salesforce Developer Intern TechUp Africa – Remote | April 2024 – Mar 2025**

- Customized Sales Cloud features for small business clients using Apex and Flow Builder
- Built dashboards and automated lead assignment processes, improving team efficiency
- Received positive feedback for clarity and usability of custom solutions

### **ALX Professional Foundation Programme –Remote | Ongoing**

- Developed career clarity and personal branding
- Strengthened communication, collaboration, and leadership skills
- Completed real-world simulations and peer-led projects
- Communication & collaboration: Learnt how to work effectively in teams, give and receive feedback, and present ideas clearly
- Leadership & entrepreneurial thinking: Built confidence to lead projects, solve problems creatively, and take initiative
- Tech readiness: Strong familiarity with digital tools, platforms, and workflows used in global tech environments
- Real-world projects and simulations
- Peer-to-peer learning and group challenges

### **CASHA CUSTOMER SUPPORT — Metro Africa Express (MAX ) Feb 2023 –Dec 2023**

- Answering Customer Inquiries
- Maintaining Customer Records
- Providing Products and Service Information

- Upselling and Cross Selling
- Resolving Complaints
- Providing Feedback to the Team
- Building and Solid Relationship with Prospects.

### **Growth Officer — Metro Africa Express (MAX ) Jan 2024 –Till Date**

- Supported the sales team by tracking and analyzing **CRM data** to identify trends and opportunities.
- Collaborated with marketing to align sales efforts with campaigns, improving customer engagement.
- Helped streamline sales operations by customizing CRM workflows and reports for better efficiency.
- Participated in business development activities, including **prospecting and outreach** to potential clients.
- Contributed to team meetings with insights on **customer needs and feedback**, helping improve sales approaches.
- Maintained accurate sales records and reports, supporting management in **forecasting and planning**.
- Assisted in building stronger client relationships through **effective communication and follow-ups**.
- Engaged in continuous learning of sales growth strategies, Salesforce, and web technologies to bridge **business and technical skills**.
- Supported cross-functional collaboration between sales, marketing, and product teams to drive growth initiatives.

### **PROJECTS — Web Portfolio Project**

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- Designed and developed a responsive personal portfolio using HTML, CSS, and JavaScript
- Integrated GitHub projects and contact form to showcase technical growth and client readiness

VOLUNTEER ACTIVITIES

- Member, Salesforce Nigeria Trailblazer Community | Jan 2024 – Present Actively participating in peer learning sessions and contributing to community-led projects
- Contributor, Front-End Developer Peer Group | Jul 2023 – Present Collaborating with fellow learners to build mini-projects and share coding resources

SKILLS

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| <ul style="list-style-type: none"><li>• Salesforce (Apex, Flow Builder, Lightning Web Components)</li><li>• Web Development (HTML, CSS, JavaScript, Git)</li><li>• Professional Communication&amp;Colaboration.</li></ul> | <ul style="list-style-type: none"><li>• Web Development (HTML, CSS, JavaScript, Git)</li><li>• CRM Customization (Salesforce)</li><li>• Problem-solving</li></ul> |
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INTERESTS

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|---------------------|--------------------------|--------------------------------------|
| • Digital Inclusion | • Tech for Social Impact | • Remote Work & Global Collaboration |
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LANGUAGES

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| • English – Intermediate | • Yoruba – Native |
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