

# Hamza Munaf

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## Profile

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Accomplished Salesforce Integration and IAM Architect with 3 years of consulting experience at Deloitte, specializing in designing and implementing secure, scalable integrations between Salesforce and enterprise systems. Adept at leveraging advanced tools, APIs, and programming languages to optimize identity and access management (IAM) solutions, ensuring robust security and seamless user experiences. My background in Computer Science with a specialization in Applied Security from Oregon State University underscores my commitment to secure architecture and best practices. Recognized for strong collaboration, project leadership, and a proven ability to deliver innovative, business-driven solutions at the intersection of Salesforce and enterprise IT.

## Education

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### Master of Science in Engineering Management

Westcliff University

2025/03 – present | Irvine, CA

### B.Sc. Computer Science (Applied Security)

Oregon State University

2017/09 – 2022/03 | Corvallis

- 3.59 GPA

## Certificates

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- Salesforce Certified AI Associate
- Salesforce Certified Administrator
- Salesforce Platform Developer 1
- Salesforce Certified Platform App Builder
- Salesforce Integration Architect
- Salesforce Identity & Access Management Architect
- Salesforce Certified Development Lifecycle and Deployment Architect
- Salesforce Certified System Architect
- Certified ScrumMaster

## Work Experience

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2022/09 – present

San Diego, CA

### Senior Consultant

Deloitte GPS

- System Integrations: Developed and implemented several integrations for inbound and outbound processes on the Salesforce platform, enhancing data exchange and communication, thereby improving overall effectiveness and productivity.
- Single Sign-On (SSO) Implementation: Successfully implemented SSO for the Salesforce environment, streamlining user authentication and providing a seamless experience across various applications. This included leveraging various integrations to ensure a unified login process.
- Technical Analysis and Development: Conducted feasibility analyses, proof-of-concept work, and provided accurate estimates to ensure timely feature delivery. Engaged with business users for requirements gathering and performed detailed analysis of both technical and business requirements.
- API Utilization: Utilized Bulk API, Streaming API, and Event Platforms for operations such as data loading, real-time data processing, and event-driven workflows. These technologies enabled efficient handling of large datasets and facilitated real-time updates and notifications.
- API Design: Designed APIs using OpenAPI specifications to ensure compatibility and usability across multiple systems.
- Code Quality Assurance: Used SonarQube to perform automatic reviews with static analysis of code, detecting and addressing bugs and code smells promptly.

2021/06 – 2022/09  
Beaverton, OR

## **Product Development Engineer I**

*DAT Freight & Analytics*

- **Salesforce Development:** Developed flows, triggers, batch classes, Apex classes, and customized solutions in Salesforce to enhance company processes.
- **Documentation and Process Improvement:** Authored Salesforce application documentation and streamlined the usage process for custom-built applications.
- **Enhancements and Customizations:** Enhanced Salesforce custom objects, page layouts, workflows, alerts, reports, and complex dashboards by designing, documenting, building, testing, and deploying enhancements.
- **Operational Efficiency:** Researched ways to leverage Salesforce to improve operations and efficiency, providing recommendations to develop better solutions.
- **Standard and Custom Objects:** Worked extensively with Salesforce.com ☑ standard objects such as Accounts, Contacts, and Opportunities, as well as custom objects.
- **Web Services Integration:** Utilized various web services (SOAP, REST) for different exposures, ensuring seamless integration with Salesforce.
- **Data Cleansing and Migration:** Expert in data cleansing and migration, using third-party Python modules to clean up data and output CSV files.
- **Email-to-Case Framework:** Implemented an Email-to-Case framework with different Future triggers to handle and cleanse cases, enhancing productivity.
- **Third-Party Integrations:** Integrated various third-party applications like DocuSign and Nice InContact into Salesforce.
- **Test Coverage Improvement:** Increased test coverage to 97% for custom Apex classes, ensuring robust and reliable code.

2020/07 – 2021/06  
Corvallis, OR

## **Student Programmer/Analyst, Graduate School**

*Oregon State University*

- **Automation and Operational Support:** Automated complex business processes in Salesforce and provided operational support, enhancements, and bug fixes as needed.
- **Collaboration and Assistance:** Collaborated with technical teams and provided assistance to non-technical employees with bug fixes and test scenario writing for various applications.
- **Configuration and Customization:** Performed configuration and customization for in-house Salesforce applications, including downstream systems and flows.
- **Documentation and Training:** Documented Salesforce processes for using the in-house application to assist with training and onboarding.
- **Application Testing:** Conducted extensive testing of applications and worked with the team to resolve issues and ensure functionality.
- **Skill Development:** Continuously learned in-demand Salesforce skills using Trailhead (<https://trailblazer.me/id/hmunaf1> ☑ ).
- **Custom Solutions Development:** Developed custom solutions in Lightning communities using CSS, Lightning Components, JQuery, and JavaScript.

## **Projects**

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2020

### **IT Support Chat Bot ☑**

*Node.js*

- Used BotUI, Handlebars, and JavaScript to make an automated chat bot using pre-defined knowledge base articles to help customers.

2021

### **Open-Weather API and MapBoxGL ☑**

*React*

- To show weather maps for user-defined input areas, I used two external APIs in React.

2021

## Google App Engine Portfolio Project

*Google Cloud Platform*

- Utilized DataStore to store user data on Google Cloud, and I exposed an API that used Datastore for CRUD operations and Auth0 JWT to authenticate users.

## ASP.NET MVC Capstone Project

*Craft Center Website*

- Developed a web application using ASP.NET Core 5.0 MVC, Razor Pages, SQL Server, and Bootstrap.
- Implemented Logic Protocols like SAML 2.0 and OAuth 2.0.
- Designed and Implemented Relational Database for the membership and class registration process.
- Documented the project vision and scope to help future teams understand the objectives of the project.

## Skills

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C#	● ● ● ● ●	JavaScript	● ● ● ● ●
Apex	● ● ● ● ●	NodeJS	● ● ● ● ●
C++	● ● ● ● ●	Python	● ● ● ● ●
Bash	● ● ● ● ●	SQL/SOQL	● ● ● ● ●
Git/Github/BitBucket	● ● ● ● ●		