

# Fabrizio Nazar Ibarra

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*Systems Engineer with 9 years of experience in full-stack development and Salesforce CRM implementation across banking, insurance, and retail. Skilled in Financial Services Cloud, Sales Cloud, Field Service Cloud, and Marketing Cloud Personalization, with hands-on experience in Apex, LWC, Omnistudio, and integrations.*

*Certified Salesforce Administrator, Platform App Builder, Omnistudio Developer, Sales Cloud Consultant, AI Associate, AI Specialist, and Platform Developer I. Proficient in PHP, JavaScript, CI/CD, API integrations, and automated testing.*

*Strong background in agile methodologies, SCRUM, and technical leadership. Experienced in mentoring teams, process automation, and business optimization. Analytical, results-driven, and adaptable to multidisciplinary, global environments.*

## EXPERIENCE

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### PROCIEL SRL. (December 2018 – August 2021)

GIS Associate

- Developed warehousing and logistic web software using MVC and OOP.(PHP, JS, MySQL).
- Developed an emergency unit tracking app for Android using MVVM. (Dart, Flutter).

### Bocchio & CIA, Tacna (December 2015 – May 2022)

FullStack Developer

- Collaborated with the accounting department to integrate electronic invoicing and ensure its proper functioning.
- Configured local server (Windows Server 2012R2, MySQL, Apache, Redis).
- Scheduled database and system backups (MySQL, bat).
- Implemented personnel reports (Laravel 8, Blade, JS).
- Integrated electronic invoicing with OSE Nubefact (AJAX, PHP, JS).
- Integrated DNI and RUC using External API (PHP, AJAX, JS).

### Lean Staffing Solutions, Colombia (May 2022 – November 2022)

PHP Backend Developer (Contractor)

- Participated in daily, backlog grooming, and retrospective meetings with the team.
- Wrote reusable, testable, and efficient code using PHP, Yii 1.1, and Laravel 5.8.
- Coordinated validation testing for project requirements.
- Programmed and tested solutions aligned with project requirements.

### Kareliz Wellness LLC, Lima (September 2021 – December 2022)

Fullstack Engineer

- Updated websites on various platforms according to marketing requirements (Shopify, WordPress, Kajabi).
- Documented changes made to e-commerce platforms and blogs in GitHub

## **Acchiwan S.A.C., Lima (December 2022 – January 2023)**

### **Support Engineer**

#### **Client Tecnológico de Monterrey:**

- Implemented Apache LDAP project on a Linux server.

#### **Client OSINERGMIN:**

- Implemented a project using Apache NiFi and Oracle Database.

## **NTT Data Perú S.A.C., Lima (February 2023 – June 2025)**

### **Salesforce Engineer**

#### **Insurance Client - Sales Cloud:**

- **Rímac-SEV Project:** Configured and developed declarative and programmatic logic.
- **VIP Accounts Project:** Configured declarative components and documented processes.
- **Contactability Migration Project:** Supported declarative logic and deployed changes across environments.
- **Sales Support:**
  - EPS Flow (TriggerFlow, ScreenFlow, Apex, Apex Test Class, and Bot).
  - Created users in the training environment.
  - Lifetime Annuities Product (Flows, Apex, Apex Test Class, Workgroup).
  - Security Improvements (Clickjack protection).
  - Optimized complex Business Hour logic for each product.
  - Breca Group Products (Apex, Apex Test Class, TriggerFlows).

#### **Bank Client - Financial Services Cloud:**

- **Corporate Governance Tools (CG Tools) Project:**
    - Analyzed and refined user stories with the technical lead.
    - Implemented project solutions:
      - Created questionnaires (ScreenFlow, Validation Rules).
      - Created users (TriggerFlow).
      - Data loading for templates, sections, questions, question types, and alternatives (DataLoader).
      - Updated navigation on Community Pages.
      - Implemented questionnaires:
        - Navigation between questions.
        - Validation of question completion by type.
        - Navigation between section and question lists.
        - Loading questions by questionnaire type and displaying marked answers.
        - Tools used: LWC, Apex, Apex Test Class.
    - Created documentation:
      - User Manual.
      - User Creation Manual.
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### **Retail Client - Field Services Cloud:**

- Integration with a new graph provider(Apex, Apex Test Class ).
- Automated the creation for Work Orders and Work Plan given a Case record type(Trigger Flow, Permission Set, Validation Rules).
- Create the community page to access the Work Orders from a given provider(Experience Site, Permission Set, Reports, Dashboards, Business Hours).
- Updated Shipment API with new fields, codification and Service Territory filtering.

### **Insurance Client - Financial Services Cloud:**

- **Techtronic Tribe:**
  - Configured user creation flow and dynamic permission assignment (TriggerFlow, DataLoader, Custom Object, App).
  - Configured Insurance products.
  - Created Insurance Client History (Integration Procedures, Data Mapper Extract, Flexcard).

### **Marketing Personalization POC**

- Implemented a web portal with navigation tracking. When a user visits a page a specific number of times, a pop-up will appear. If the user is authenticated, they will receive an email. Additionally, if an authenticated user visits the unsubscribe page, they will receive a special offer email.

### **Entelgy Perú S.A.C., Lima (July 2025 - Present)**

#### **Salesforce Developer**

#### **Bank Client - Sales Cloud**

- Updated integrations with other banking APIs(Client and Risk.(Apex Class, Apex Test Class, Dummy data)
- Improved UX/UI components following best practices and responsive design for LWC and Aura components.
- Created reports and Dashboards for custom and Standard objects using filters and sharing criteria. (Report, Dashboard)
- Provided support to UAT incidents and followed client coding standards and deploying tools. (Bitbucket, Jira, Sonar, Jenkins)
- Led internal POC for new projects(Agentforce, Apex, LWC) applying SCRUM, providing technical support and documenting the implementation for the developers.

## **EDUCATION**

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**UNIVERSIDAD PRIVADA DE TACNA**  
Systems Engineering - Bachelor's Degree

**Tacna, Perú**  
*April 2016*

## **SALESFORCE CERTIFICATIONS**

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- [Administrator](#)
- [Platform App Builder](#)
- [Omnistudio Developer](#)
- [Sales Cloud Consultant](#)
- [Marketing Cloud Personalization](#)
- [AI Associate](#)
- [AI Specialist](#)
- [Data Cloud Consultant](#)
- [Platform Developer I](#)
- [Javascript Developer I](#)
- [Tableau Desktop Fundamentals](#)