

# Abdul Quadir Kotwala

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## SUMMARY

Experienced Salesforce professional with 6 years of expertise in delivering scalable application development, technical consulting, and team leadership. 8x certified technical expert specializing in CRM-led digital transformation and enterprise-grade solutions. Proven track record in managing Fortune 500 client implementations, revitalizing struggling modules, and building reusable components that boost development efficiency.

## EXPERIENCE

### Tech Lead | Salesforce | Hyderabad, India | March 2022 - Present

- Spearheaded rebate management for a Fortune 500 client, enabling \$300B+ in annual transactions through a scalable, enterprise-grade Salesforce solution.
- Led a 12-member team to revive a critical module by introducing structured workflows, mentorship, and automation—boosting delivery efficiency by 30% in 3 months.
- Built 50+ accessible and 10+ reusable JEST-ready LWC components, driving a component-based development culture and improving sprint velocity.
- Designed and delivered robust Apex, LWC, and Flow solutions, conducting PMD-compliant code reviews to ensure maintainability and code quality.
- Improved DevOps efficiency with Git-based workflows and CI/CD pipelines, enabling smooth and consistent deployments over 3 years.
- Collaborated with Mulesoft and CRMA teams on complex integrations and client solutions; received MVP recognition among 180+ team members for strategic contributions.

### Senior Salesforce Developer | Hexaware Technologies | Pune, India | June 2021 - March 2022

- Led the end-to-end implementation of 5 business-critical processes in a large scale Oracle-to-Salesforce transformation for a Middle Eastern enterprise.
- Integrated Salesforce with 5 external systems, ensuring seamless data exchange between legacy Oracle systems and the new CRM.
- Designed scalable data models to support the full migration from Oracle, optimizing sales and service operations for a premium client.
- Built and automated property registration and document update workflows, streamlining legal and operational processes across regions.

### Salesforce Developer | Tata Consultancy Services | Pune, India | May 2019 - May 2021

- Developed Salesforce solutions for a US healthcare giant, modernizing onboarding, renewal, and offboarding for 1,000+ channel partners, reducing manual effort by 40%.
- Revamped legacy systems using Visualforce, enhancing performance and aligning 20+ outdated pages with modern Salesforce Lightning architecture.
- Strengthened core Salesforce platform by automating 10+ business processes, optimizing security models, and delivering UI/UX enhancements that improved user satisfaction by 25%.

## EDUCATION

### Bachelors of Engineering in Computer Science | University Institute of Technology, RGPV | Bhopal, India | 2019 | 8.41

### Mathematics & Science | Kalidas Montessori School | Ujjain, India | 2015 | 9.66

- Student of the year 2015

## CERTIFICATIONS

### Salesforce Certified Platform Developer II

### Salesforce Certified Agentforce Specialist

### Salesforce Certified AI Associate

### Salesforce Certified Sales Cloud Consultant

### Salesforce Certified JavaScript Developer I

### Salesforce Certified Platform App Builder

### Salesforce Certified Platform Developer I

### Salesforce Certified Administrator

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## AWARDS & HONORS

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### **MVP | Salesforce | 2024**

- Recognized as Project MVP for leading delivery excellence, cross-functional collaboration, and technical innovation in a 180+ member Salesforce team.

### **Achiever award (3x) | Salesforce | 2023**

### **On the Spot (Team award) | Tata Consultancy Services | 2020**

### **Chancellor Scholarship | University Institute of Technology | 2016**

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## SKILLS

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**Frontend** : HTML, CSS, JavaScript, LWC

**Backend** : Apex, SOQL, SOSL, Triggers

**Integration** : REST API, Mulesoft, Platform Events

**Salesforce Platform** : Flows, Reports, Security

**Soft Skills** : Leadership, Mentorship, Communication, Client Relationship Building

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