SAFWAAN SHAIK

ZOHO ARCHITECT

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PROFESSIONAL PROFILE

Innovative and detail-oriented frontend developer with 3 years of expertise in Zoho applications, including CRM, Books, People and more. Adept at navigating evolving technologies to deliver cutting-edge solutions. Augmented my technical epertoire with an Ethical Hacking certification, reinforcing my ability to develop a secure and high-performing software ecosystems

ACADEMIC PROFILE

AUG 2018 - JUL 2022

Mohammed Sathak A J College Of Engineering

B Tech Information Technology

Chennai, Tamil Nadu, India

CERTIFIED EXPERTISE

Certified Ethical Hacker (CEH v12)

EC Council

Certified RPA Professional

Automation Anywhere University

Certified in NDG Linux Basics

Cisco Netcad Academy

ACHIEVEMENTS

Achieved a Certified Badge from EC-Council upon completing the Certified Ethical Hacker (CEH) exam

Achieved a Bot Aspirant of Automation Anywhere University Certified Essential Robotic Process Automation Professionals.

WORK PROFILE

OCT 2024 - Present

Bait Al Nokhada - **ZOHO Architect**

Dubai, United Arab Emirates.

- **Zoho Application Oversight & Optimization**
  Oversee and optimize Zoho applications, including Zoho CRM, SalesIQ, Sites, Landing Pages, Books, Campaigns, People, and more, ensuring seamless system performance.

- **Design Team Collaboration**
  Collaborate with the design team to curate and refine visual assets, ensuring cohesive branding before they are relayed to the marketing team for execution.

- **Marketing Team Coordination**
  Coordinate with the marketing team to ensure the smooth delivery of design materials for campaign execution.

FEB 2023 - AUG 2024

CloudQ IT Services - **Jr. ZOHO Developer**

Kerala, India.

- **Zoho Development & Optimization**
  Optimized Zoho CRM front-end processes and developed websites using Zoho Sites for better user experience. Enhanced business operations by implementing solutions across Zoho Books, People, Projects, and Flow. Improved system integration and functionality across multiple apps.

- **Multi-Faceted Role Experience**
  Skilled as both a Business Analyst and QA Engineer bridging gaps between clients and developers with clear requirements and tailored solutions. Expertise in manual testing, bug detection, and actionable feedback for enhanced performance.

- **Project Support & Maintenance**
  Offered post-implementation support for completed projects, ensuring seamless operations and addressing ongoing requirements to maintain ystem efficiency.

TECHNICAL PROFICIENCIES

Zoho CRM Orchestration & Automation ❖

Zoho Sites Architecture & UI Enhancement ❖

API fusion & third-party system synchronization ❖

End-to-end deployment of Zoho Books, People, Sites ❖
Campaigns, and other Zoho Appications

Intelligent workflow automation & process refinement ❖

CRM transition & seamless ecosystem deployment ❖

Revenue-centric automation (Zoho Campaigns, SalesIQ) ❖

CORE COMPETENCIES

Strategic project orchestration & execution ❖

Interdisciplinary synergy & cross-functional alignment ❖

Analytical problem deconstruction & resolution ❖

Process elevation & operational fine-tuning ❖

Public Speaking & Presentation ❖

Meticulous attention to system architecture & diagnostics ❖

UX/UI Enhancement & Design Thinking ❖

ACADEMIC PROJECTS

AI-Based Heart Attack Prediction System ❖
Built an AI model to predict heart attack risks using
key health metrics and medical history
validated with duplicate data.

Credit Card Fraud Detection System ❖
Developed a fraud detection system to flag
suspicious actions and trigger auto-lockdowns
tested with sample data.

PROFESSIONAL ONSET

Area of Residense - Dubai, United Arab Emirates ❖

Currently Working For ❖

Bait Al Nokhada Tents & Fabric Shade

JUL 2022 - FEB 2023

MATT Engineering Solutions - **Internship**
Tamil Nadu, India.

❖ **Website Development & Testing**
Developed test websites using Zoho Sites, ensuring proper
functionality, responsiveness, and adherence to basic
requirements for optimal user experience.

❖ **Manual Testing & Bug Identification**
Conducted manual testing on applications developed by the
team, identifying bugs and providing detailed reports to
developers for quick resolution and improvement of
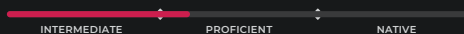application performance.

LINGUISTIC PROFICIENCY

English

INTERMEDIATE · PROFICIENT · NATIVE

Hindi

INTERMEDIATE · PROFICIENT · NATIVE

Malayalam

INTERMEDIATE · PROFICIENT · NATIVE

Tamil

INTERMEDIATE · PROFICIENT · NATIVE

PROPRIETARY INFO

❖ Date Of Birth - 10 February 2001

❖ Nationality - India

❖ Religion - Islam

❖ Passport - Republic Of India

DECLARATION

I hereby confirm that the information provided in this CV
is accurate to the best of my knowledge, and I accept full
responsibility for its authenticity.

SAFWAAN ABDUL RAZACK
ZOHO ARCHITECT