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NILOY KANTI PAUL

Salesforce Professional Profile

Software Engineer · Salesforce Developer · CRM & Integration Specialist

End-to-end Salesforce CRM/ERP delivery across configuration, custom development, portals, automation, integrations, and connected business systems.

- 01 End-to-end delivery — discovery to production
- 02 Experienced across 9 industries, including large-scale operations
- 03 Full-stack engineering experience across multiple business domains

- Apex · LWC · Flow · Experience Cloud
- Integrations · Automation · Full-Stack
- Dhaka, Bangladesh · Available for International Collaboration



01

SECTION 01

Professional Overview

I'm a Software Engineer specializing in Salesforce CRM, custom application development, automation, and integrations, currently delivering business solutions at Intellier Limited. My core focus is building and extending Salesforce solutions — Apex, Lightning Web Components, and Flow automation — across Sales, Service, Experience Cloud, Health Cloud, and Financial Services Cloud. When Salesforce alone is not sufficient, I extend solutions with custom backend services, APIs, databases, and web applications to integrate the broader business system.

Previously, I worked at TwinForce Solutions Limited, delivering Salesforce CRM solutions for international clients across travel, finance, healthcare, nonprofit, agriculture, education, and public-safety sectors. My work has covered requirements analysis, solution design, Salesforce development, automation, integrations, and end-to-end delivery. Alongside client delivery, I conduct applied research in AI/ML, computer vision, intelligent transportation, and IoT, with four peer-reviewed publications.

"I combine hands-on Salesforce delivery with a strong computer science foundation and an active research practice."

3+

YEARS PROFESSIONAL EXPERIENCE

5

CORE SALESFORCE CLOUDS

9

INDUSTRIES SERVED

LOCATION

Dhaka, Bangladesh

CURRENT ROLE

Software Engineer @ Intellier Limited

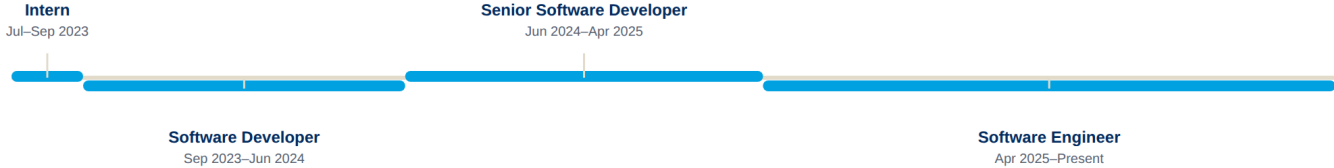
FOCUS

Salesforce · CRM · Full-Stack Integration

RESEARCH INTERESTS

Applied AI/ML · Computer Vision · Intelligent Systems

CAREER PROGRESSION



● SECTION 02

Salesforce Technical Expertise

02

Core Salesforce capabilities across the delivery lifecycle — from data modeling and automation to portals and production integrations.

DEVELOPMENT

Apex · Lightning Web Components · SOQL / SOSL

AUTOMATION

Flow · Apex Triggers · Approval & Process Automation

EXPERIENCE & PORTALS

Experience Cloud · Customer Portals · Partner Portals · Community Portals

ARCHITECTURE & SECURITY

Data Modeling · Salesforce Shield · Security & Sharing Model

INTEGRATION

REST / SOAP APIs · MuleSoft · Stripe · DocuSign · QuickBooks

SALESFORCE PRODUCTS & CLOUDS

Sales · Service · Experience · Health · Financial Services · NPSP

DATA & DOCUMENTS

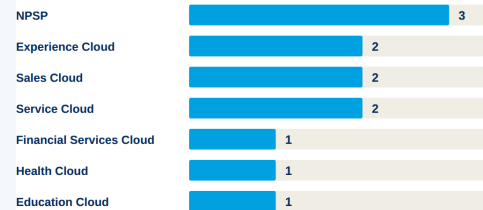
Data Migration · PDF Butler · Salesforce Files

ANALYTICS

Tableau Integration · Reported Business Metrics

GOOD FIT IF YOU NEED

Best suited for organizations that need a single engineering partner across Salesforce development, automation, integrations, portals, and connected business systems.

CLOUD USAGE ACROSS CASE STUDIES

● SECTION 03

How I Approach Salesforce Delivery

03

"I treat Salesforce as part of the wider business system — combining configuration, custom development, automation, integrations, and external applications where needed."

01 Discover & Align

Talk to stakeholders and end-users to identify the real pain points before proposing a solution.

02 Design the Solution

Requirements become a concrete data model, automation strategy, and roadmap prioritized by business impact.

03 Configure First

Standard Salesforce functionality first — configuration, Flow, and native features before custom code.

04 Build Where Needed

Apex, LWC, and integrations only where configuration genuinely can't meet the requirement.

05 Validate

Testing and UAT against actual business scenarios, not just happy-path demos.

06 Deploy & Support

Careful release management, documentation, and post-launch support — so production is a transition, not a surprise.

PRECISION & INTEGRITY

Clean, tested code and honest scoping — if a timeline or approach won't work, I say so early, not after the deadline.

CONTINUOUS LEARNING

A computer science MSc, published research, and continuous Salesforce learning — staying current is essential in this field.

CLIENT-CENTERED DELIVERY

Clear communication, iterative check-ins, and documentation that outlives the project — handoffs are never a scramble.

AVAILABILITY

Open to international collaborations and project opportunities

TIME ZONE

GMT+6 · Dhaka

● SECTION 04

Services & Technical Capabilities

04

PRIMARY SERVICE

Salesforce Engineering

Apex development, Lightning Web Components, Flow automation, and CRM solution design and configuration across Sales, Service, Experience, Health, and Financial Services Clouds — plus data migration and process automation.

APEX

LWC

FLOW

EXPERIENCE CLOUD

HEALTH CLOUD

FINANCIAL SERVICES CLOUD

DIFFERENTIATOR

Integration & Connected Business Systems

Connecting Salesforce with APIs, databases, third-party platforms, and custom applications to create a complete business workflow rather than an isolated CRM.

REST APIS

MULESOFT

STRIPE

DOCUSIGN

QUICKBOOKS

TABLEAU

SUPPORTING SERVICE

Technical Consulting

Requirements discovery, solution design, technical assessment, documentation, and implementation planning.

ARCHITECTURE

DISCOVERY

DOCUMENTATION

HEALTH CHECKS

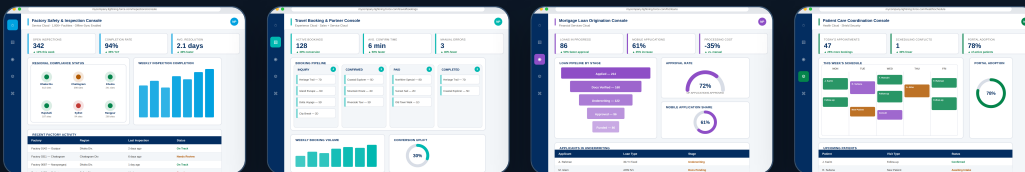
ADDITIONAL ENGINEERING BACKGROUND

Full-stack development in Java, Node.js, React, C#, Python, and PHP, plus an active research practice in applied AI/ML, computer vision, and IoT.

● SECTION 05-06

Six Case Studies. **Six Industries.** One Consistent Process.

What follows are Salesforce implementations delivered for international clients — the problem each org faced, what was built, my specific contribution, and the Reported Impact. Client identities are withheld per confidentiality; dashboard views shown are illustrative mockups of the kind of console each build produced, not live client data.



PUBLIC SAFETY · 1,800+ FACTORIES

Salesforce Inspection & Compliance Platform

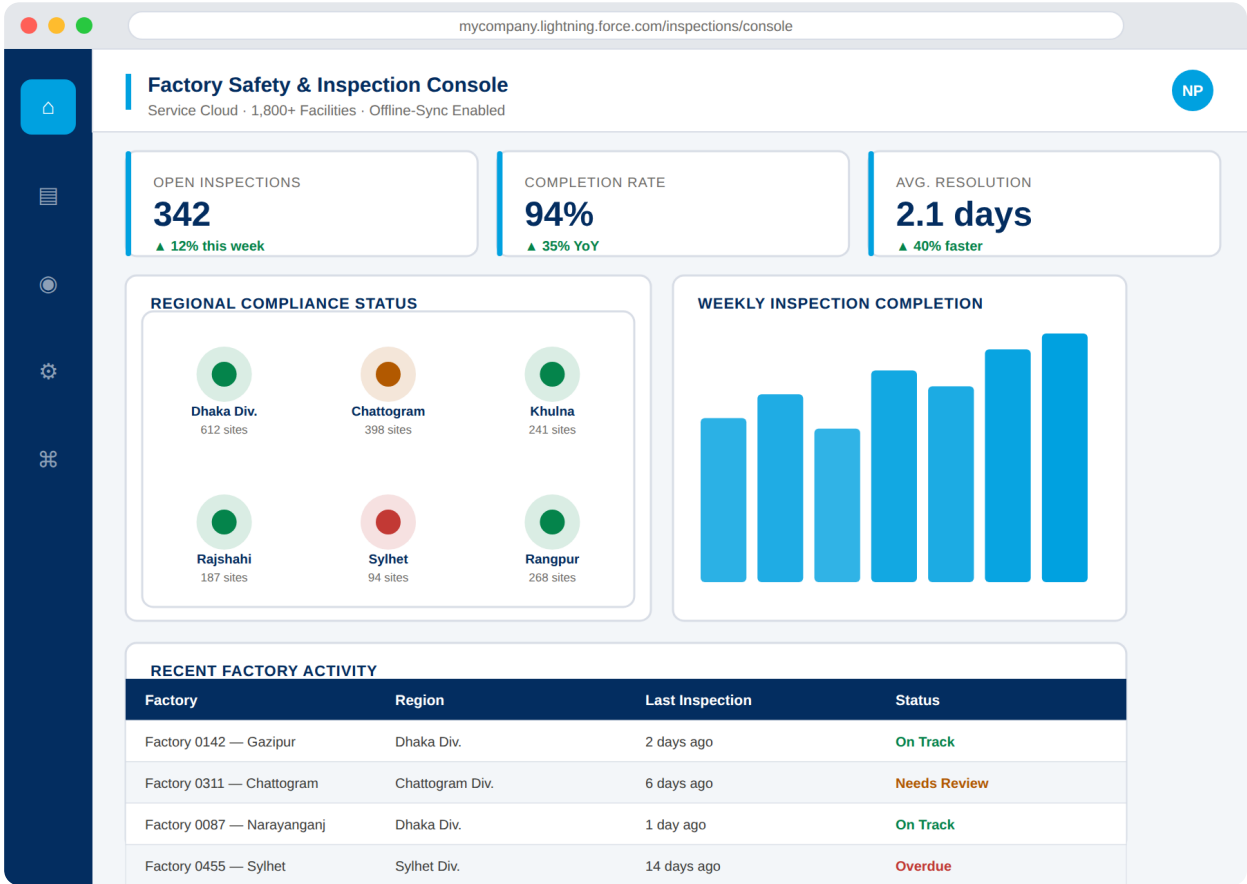
05

CHALLENGE

A workplace-safety organization overseeing 1,800+ garment factories in Bangladesh needed to run structural, electrical, fire, and boiler inspections without reliable factory-floor internet — while keeping every stakeholder informed.

SOLUTION

Built offline-capable Lightning Web Components with automatic sync on reconnect, a Service Cloud case-management backbone for inspections and remediation, factory/inspector portals on Experience Cloud, and PDF Butler for automated compliance documentation.



Illustrative console mockup — representative of the inspection dashboard built, not live client data.

KEY FEATURES

- › Offline-first data capture
- › Inspector & factory portals
- › Case-managed remediation tracking
- › Automatic sync on reconnect
- › Automated PDF compliance reports
- › Role-based access & audit trail

MY CONTRIBUTION

Offline LWC architecture · Service Cloud configuration · Apex automation · Experience Cloud portals · PDF Butler and Stripe integration · security configuration · deployment.

35%

HIGHER INSPECTION COMPLETION

40%

FASTER ISSUE RESOLUTION

45%

INSPECTOR PRODUCTIVITY

Impact figures are reported project outcomes where available. Client identities and measurement details are withheld where confidentiality applies. Illustrative visuals are clearly marked and do not contain client data.

TRAVEL · EXPERIENCE CLOUD

Travel Booking & Partner Portal

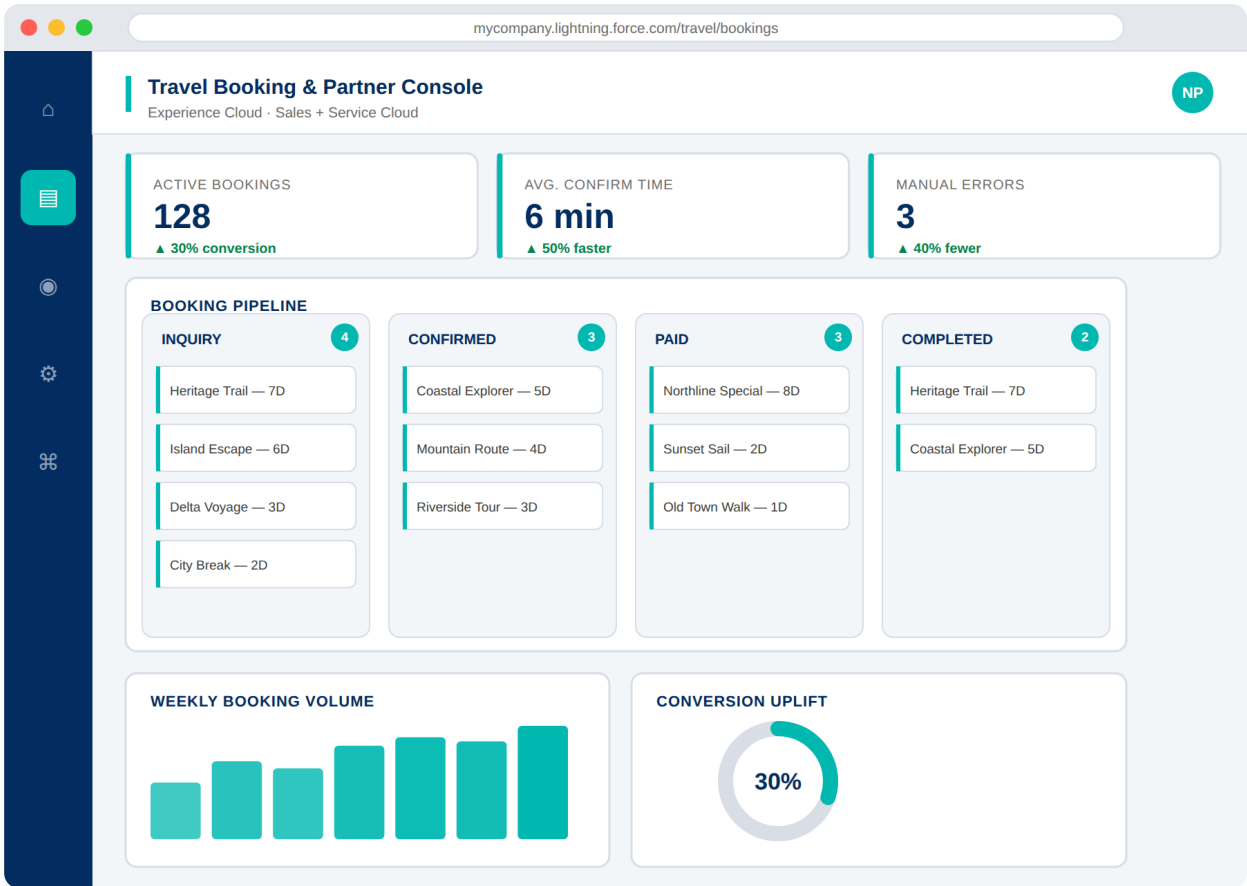
06

CHALLENGE

A premium travel company running small-group cultural trips relied on disconnected manual processes for bookings, payments, and logistics — causing errors, delayed confirmations, and data-security gaps.

SOLUTION

Built a customer and partner portal on Experience Cloud with LWC, layered Sales Cloud and Service Cloud for the sales and support lifecycle, automated confirmations with Apex and Flow, and integrated Salesforce with payment services and implemented security controls appropriate for sensitive transaction data.



Illustrative console mockup — representative of the booking dashboard built, not live client data.

KEY FEATURES

- › Self-service partner portal
- › Automated booking confirmations
- › Stripe / Braintree payment security
- › Unified sales & support case view

MY ROLE

Lead Salesforce developer — architecture, Experience Cloud build, Apex/Flow automation, security configuration, and REST integrations.

30%

HIGHER BOOKING CONVERSION

40%

FEWER MANUAL ERRORS

50%

FASTER CONFIRMATIONS

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Mortgage Loan Origination Platform

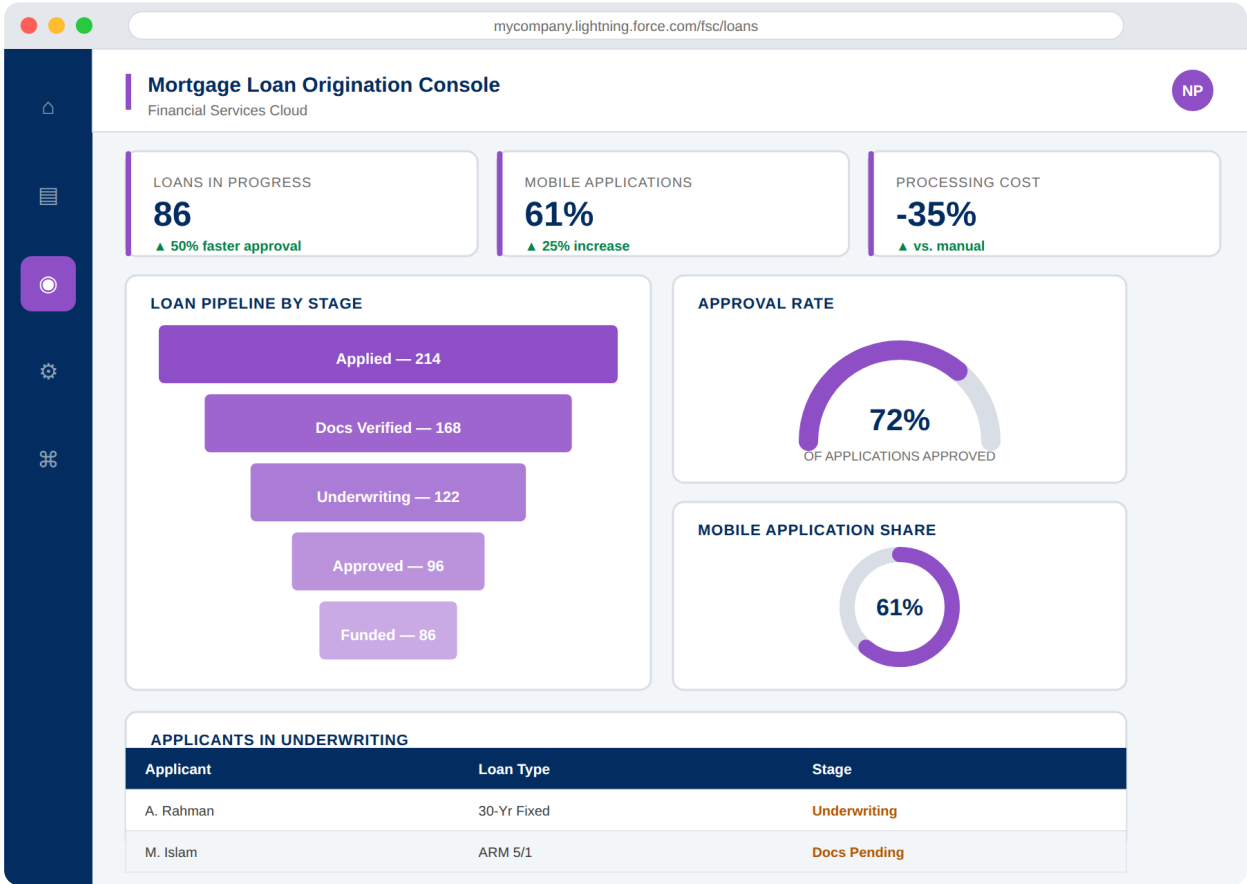
06

CHALLENGE

A mortgage financing company's manual loan workflows created long processing times, no mobile access for applicants, and compliance risk around sensitive financial data.

SOLUTION

Implemented Financial Services Cloud for the full loan lifecycle, an Experience Cloud portal for mobile-friendly applications, DocuSign for e-signatures, Stripe for payments, and Salesforce Shield with real-time credit-bureau API integration for compliance.



Illustrative console mockup — representative of the loan-pipeline dashboard built, not live client data.

KEY FEATURES

- › Mobile-friendly loan application
- › DocuSign e-signature workflow
- › Real-time credit-bureau integration
- › Shield-secured financial data

MY ROLE

Lead Salesforce developer — Financial Services Cloud configuration, loan-automation Apex, DocuSign/Stripe integration, Shield security setup.



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HEALTHCARE · HEALTH CLOUD

Patient Booking & Secure Care Coordination Platform

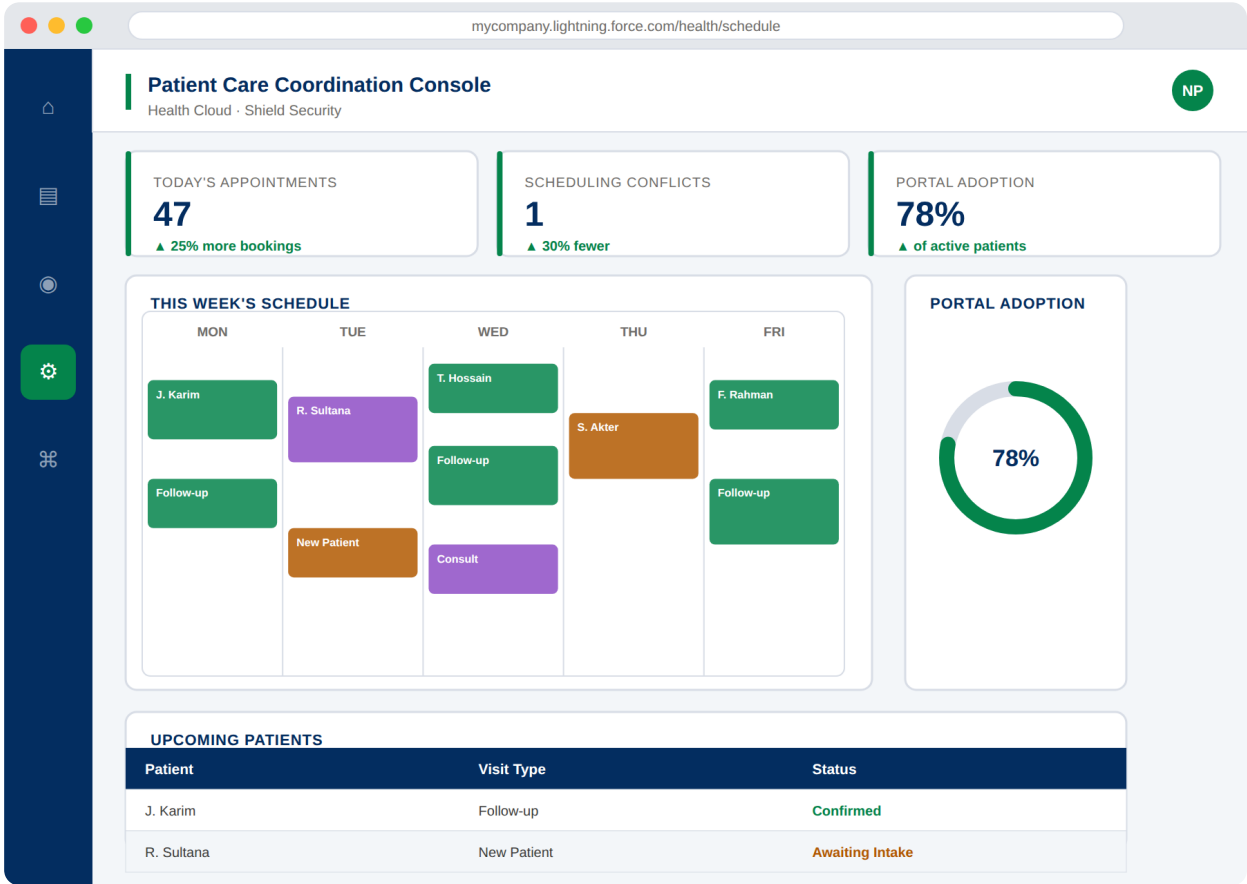
06

CHALLENGE

A regenerative-medicine practice ran appointment scheduling manually, had no online booking, and lacked the security controls required to handle patient health information safely.

SOLUTION

Deployed Health Cloud for clinical management, an Experience Cloud patient portal with online scheduling, automated appointment and follow-up Flows, and Security controls configured for healthcare data handling, including encryption and audit trails.



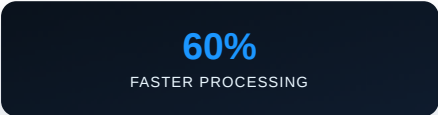
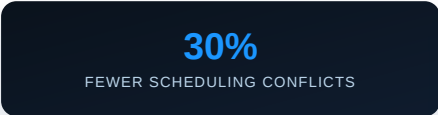
Illustrative console mockup — representative of the scheduling dashboard built, not live client data.

KEY FEATURES

- Online patient self-scheduling
- Automated follow-up reminders
- Shield encryption & audit trails
- Care-coordination case view

MY ROLE

Lead Salesforce developer — Health Cloud setup, patient portal, care-coordination automation.



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NONPROFIT · NPSP

Racial-Equity Grant Management Platform

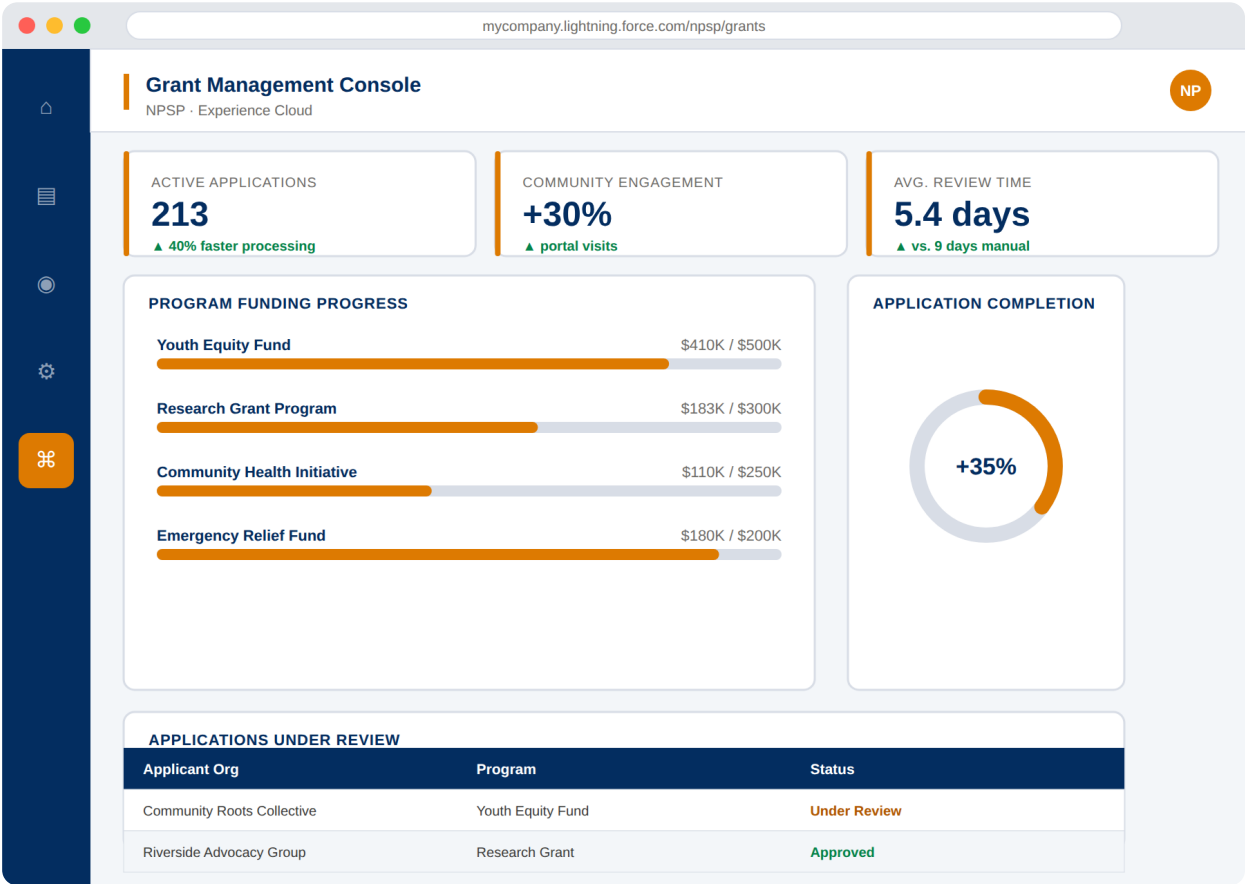
06

CHALLENGE

A national advocacy organization managed complex grantmaking and research programs with no secure system for applications, fund tracking, or sensitive research data.

SOLUTION

Customized NPSP for the full grant lifecycle, built a community portal on Experience Cloud with research libraries and application forms, automated review routing with Flow, and integrated PDF Butler for grant documents — secured with Salesforce Shield.



Illustrative console mockup — representative of the grant-review dashboard built, not live client data.

KEY FEATURES

- Online grant application forms
- Automated review routing
- Community research library
- Shield-secured sensitive data

MY ROLE

Lead Salesforce developer — NPSP customization, Experience Cloud portal, grant-workflow automation, Shield security, PDF Butler integration.



Impact figures are reported project outcomes where available. Client identities and measurement details are withheld where confidentiality applies. Illustrative visuals are clearly marked and do not contain client data.

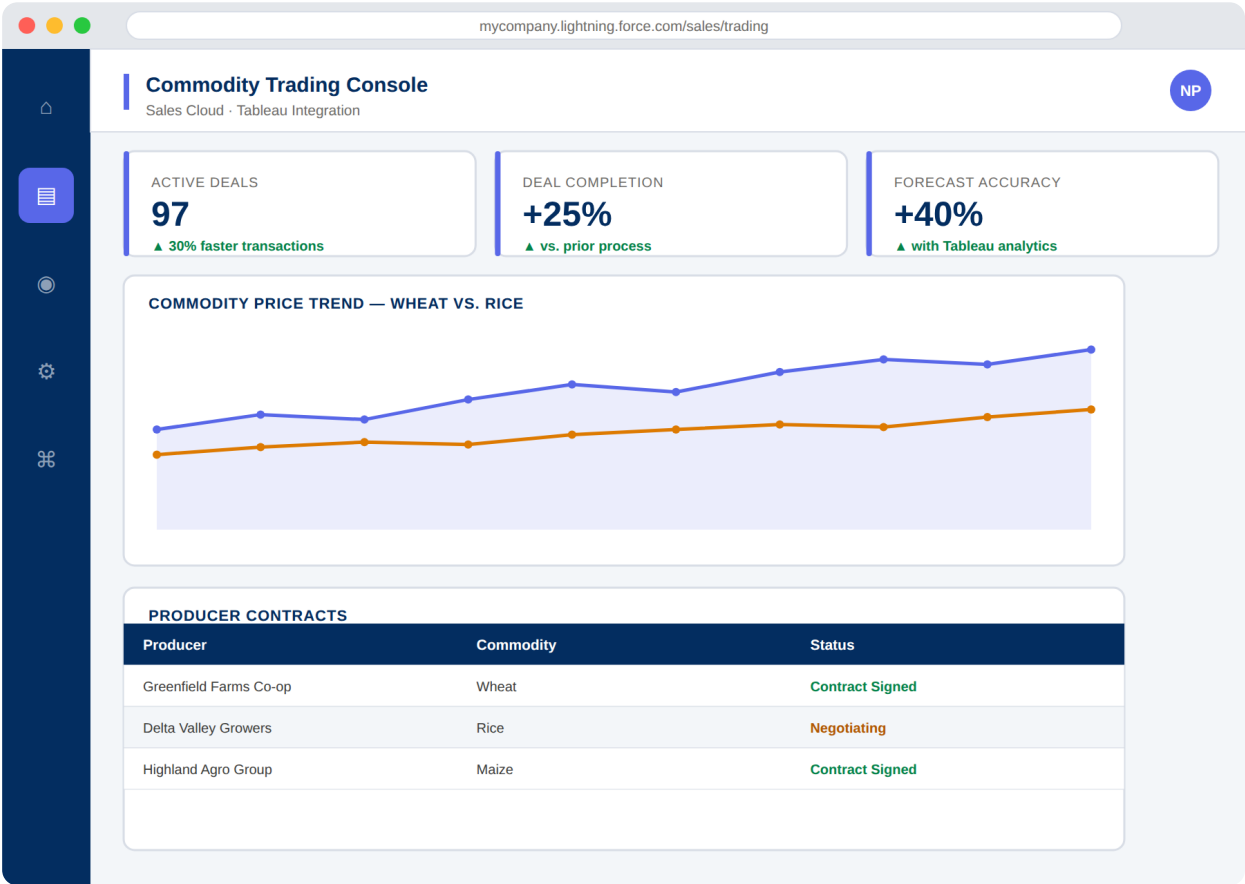
AGRICULTURE · SALES CLOUD + TABLEAU

Commodity Trading & Market Intelligence Platform

06

CHALLENGE
An agricultural marketing firm connecting producers and buyers relied on manual deal tracking with no centralized view of pricing trends or transaction history.

SOLUTION
Built an Experience Cloud trading portal for producers and buyers, configured Sales Cloud for deal management, integrated Tableau for market analytics, and automated contracts via DocuSign with SMS notifications for time-sensitive trades.



Illustrative console mockup — representative of the trading dashboard built, not live client data.

MY ROLE
Lead Salesforce developer — trading portal, Sales Cloud deal management, Tableau integration, DocuSign and SMS-server connectivity.



● TECHNOLOGY → BUSINESS IMPACT

SALESFORCE TECHNOLOGY	WHAT I USE IT FOR
LWC	Custom portals & complex user experience beyond standard pages
Apex	Complex business logic, transaction control, and integrations
Flow	Business process automation without custom code
Salesforce Shield	Encryption, audit trails, and compliance-aligned security

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● SECTION 07

Industry Experience & Salesforce Solutions

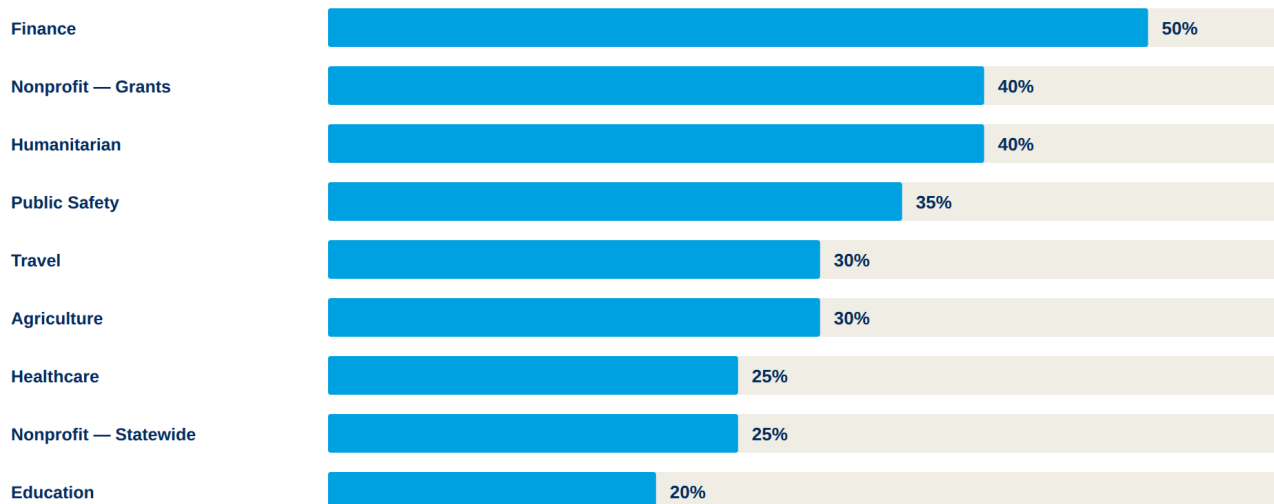
Experience across multiple industries, adapting Salesforce solutions to each organization's operational and regulatory context.

DOMAIN	SALESFORCE / TECHNOLOGY FOCUS	SELECTED IMPACT
Travel	Experience + Sales + Service Cloud	30% higher booking conversion
Finance	Financial Services Cloud	50% faster loan approval
Public Safety	Service Cloud, offline LWC	35% higher inspection completion
Healthcare	Health Cloud	25% more patient bookings
Nonprofit — Grants	NPSP	40% faster grant processing
Nonprofit — Statewide	NPSP + Experience Cloud	25% higher engagement
Agriculture	Sales Cloud + Tableau	30% faster transactions
Education	Education Cloud	20% higher event attendance
Humanitarian	NPSP, aid coordination	40% faster emergency response

HOW THE CLOUD COUNT IS DEFINED

"Five core Salesforce clouds" refers to Sales, Service, Experience Cloud, Health Cloud, and Financial Services Cloud. NPSP and Education Cloud are listed separately as additional Salesforce products used in delivered solutions.

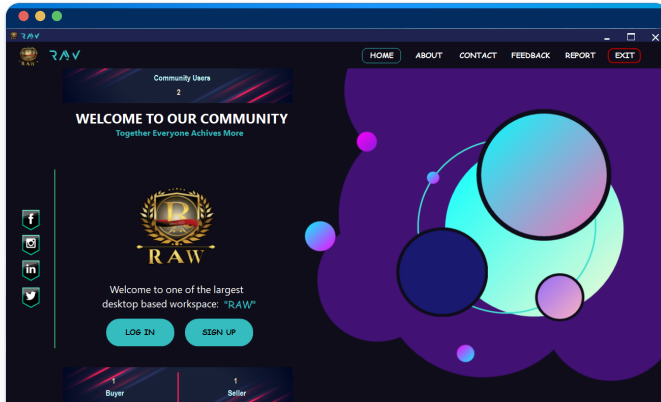
● REPORTED IMPACT BY INDUSTRY, RANKED



● SECTION 08

Full-Stack Engineering & Independent Builds

Selected independent and academic engineering projects demonstrating broader software-development capability beyond Salesforce, including backend systems, web applications, databases, and applied AI/ML.



FLAGSHIP · THREE GENERATIONS

RAW — Remote Assistant Workers

A freelancing platform rebuilt across three successive versions — a Java console app, then Java Swing with MySQL, then C#.NET with SQL Server — each generation adding real-time matching, feedback, and reporting for buyers and sellers. Demonstrates progressive system design, data persistence, multi-user workflows, and application evolution across technology stacks.

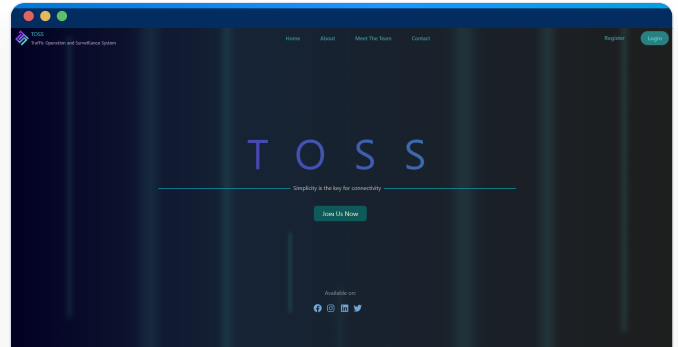
JAVA

C#

.NET

SQL SERVER

MYSQL



RESEARCH COMPANION

TOSS — Traffic Operation Surveillance System

A traffic-violation surveillance system with ML-based detection, built on Node.js, NestJS, and Next.js — the engineering counterpart to my published traffic-safety research.

NODE.JS

NESTJS

NEXT.JS

MACHINE LEARNING

Also: **IDEA-X** (ASP.NET social platform for engineers to share ideas) and **Medic Master** (PHP-based healthcare marketplace connecting patients with providers). On GitHub: Together Go (Java classroom platform) · Fest Of Harmony (C++/OpenGL interactive graphics).

REPOSITORY

github.com/DEV-NKP

INDEPENDENT PROJECTS BY CORE LANGUAGE

Java	2 projects
C# / .NET	2 projects
Node.js	1 projects
PHP	1 projects
C++	1 projects

09

● SECTION 09

Research, Publications & Credentials

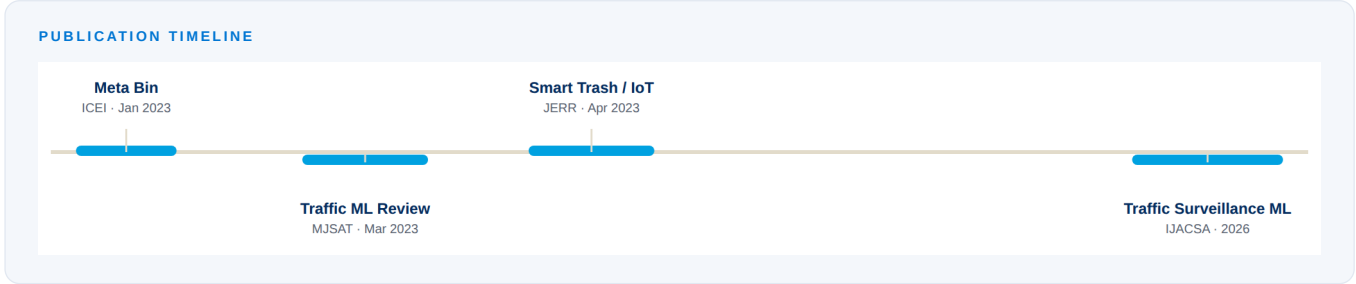
Four peer-reviewed publications spanning applied AI/ML, computer vision, intelligent transportation, and IoT.

Intelligent Traffic Surveillance: Machine Learning-Based Detection of Vehicle Speed Violations
IJACSA, Vol. 17, Issue 5 · 2026

Detection of Traffic Rule Violations Using Machine Learning: An Analytical Review
MJSAT, Vol. 3, No. 1 · March 2023

Smart Trash Collection System – An IoT and Microcontroller-Based Scheme
Journal of Engineering Research & Reports, Vol. 24, Issue 11 · 2023

Meta Bin – An Arduino-Based Smart Device for Collecting Trash
ICEI Conference Proceedings · 2022



CURRENT RESEARCH — HEARTNET & CARDIACNET-V2
Research project focused on multimodal echocardiogram video analysis, cardiac-function estimation, and disease classification using deep-learning architectures including 3D CNNs, Swin Transformer, EfficientNet, and recurrent models.

● EDUCATION

MSc, Computer Science	AIUB · 2024–2025
BSc, Computer Science & Engineering	AIUB · 2020–2023

● PROFESSIONAL MEMBERSHIP

IAENG Membership

● PROFESSIONAL CERTIFICATIONS

Cisco CyberOps Associate

CertiProf Cyber Security Foundation

● ADDITIONAL TRAINING

Object-Oriented Programming with Java — Coursera

C++ for C Programmers — Coursera

● SECTION 10 · LET'S TALK

Let's Build the Right Solution

I help organizations design, develop, integrate, and improve Salesforce-based business systems — from CRM automation and portals to external APIs and connected applications.

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GITHUB
github.com/DEV-NKP

LINKEDIN
linkedin.com/in/niloykantipaul

LOCATION
Dhaka · Open worldwide



"Good systems are quiet — they just work." — Niloy Kanti Paul, Professional Profile