

# Muhammad Shahzad Kaleem Khan

Certified Zoho Developer | Zoho One Manager | Senior Zoho Developer | Zoho Solution Architect | CRM Expert & ERP

Specialist | Automation Expert | Workflow Maestro |

+923333557055 ◇ [m.shahzad.bso@gmail.com](mailto:m.shahzad.bso@gmail.com) ◇ Islamabad Capital Territory, Pakistan ◇ [LinkedIn](#) ◇ [Portfolio](#)

## PROFESSIONAL SUMMARIES

---

Highly skilled software developer with Four years of experience in developing and managing software projects in various industries. Expertise in the Zoho platform and its various applications, including Zoho CRM, Zoho Creator, Zoho Books, Zoho Inventory, and Zoho Desk and others. Proven track record of delivering high-quality software solutions on time and within budget. Strong analytical and problem-solving skills with the ability to work well in a team environment.

## WORK EXPERIENCE

---

### Zoho One Manager

Aug '24 — Present

Berlin Tires Europa GmbH

Berlin, Germany (Remote)

- Spearheaded the end-to-end implementation, customization, and management of the Zoho One suite, ensuring alignment with organizational objectives.
- Designed and executed seamless integrations between Zoho applications and third-party tools, optimizing data synchronization and system efficiency.
- Developed and implemented advanced workflows, automation scripts, and business processes to enhance operational productivity.
- Conducted training sessions and provided ongoing technical support to cross-functional teams, ensuring effective adoption of Zoho solutions.
- Monitored system performance, created detailed reports and dashboards for key stakeholders, and drove strategic improvements to maximize ROI on Zoho investments.

### Zoho Solutions Architect

Sep '24 — Nov '24

Quick Start Buisness Service

Texas, United States (Remote)

- Design and implement scalable, end-to-end Zoho solutions tailored to business requirements, ensuring optimal performance and usability.
- Conduct in-depth system analysis to identify gaps and propose innovative solutions leveraging the Zoho ecosystem.
- Lead the customization of Zoho applications, including Zoho CRM, Zoho Creator, Zoho Books, and other Zoho One apps, to meet specific business needs.
- Develop robust system integrations between Zoho applications and third-party tools, ensuring seamless data flow and operational efficiency.
- Create and maintain detailed technical documentation, solution blueprints, and architecture diagrams for reference and scalability.

### Senior Zoho Developer

Jan '24 — Dec '24

ETD Marketing & Events

Dubai, United Arab Emirates (Remote)

- Spearheaded the advanced customization and configuration of Zoho applications to meet complex business requirements, ensuring alignment with organizational objectives.
- Designed and developed custom applications using Zoho Creator and other tools, addressing diverse business needs with innovative solutions.
- Ensured seamless integrations with third-party systems and internal applications, optimizing data flow, synchronization, and operational efficiency.
- Created and managed advanced workflows, automation scripts, business rules, and dynamic reports to enhance productivity and provide actionable insights through real-time KPI dashboards.
- Provided leadership through training sessions, proactive technical support, and continuous improvement initiatives, fostering innovation and driving organizational growth.

### Zoho Developer

Jul '23 — Jan '24

ETD Marketing & Events

Dubai, United Arab Emirates (Remote)

- Customize and configure Zoho applications to align with the organization's needs, including setting up modules, fields, workflows, automation, and integration with other systems.
- Develop custom applications using Zoho Creator or other Zoho development tools to address unique business requirements.
- Integrate Zoho applications with other software systems, databases, or third-party applications to ensure data flow and synchronization.
- Create and manage workflow automation, scripts, and business rules to streamline business processes and reduce manual tasks.
- Develop custom reports and dashboards to provide real-time insights into business performance and KPI tracking.

- Provide training to end-users and support them in effectively using Zoho applications, as well as troubleshoot and resolve technical issues.

**ERP | CRM Solution Developer**  
 Erphub

Apr '22 — Jul '23  
 Islamabad, Pakistan

- Designed, developed, and implemented software solutions using the Zoho platform to streamline business processes, enhance efficiency, and reduce operational costs.
- Collaborated closely with clients to gather requirements, identify business needs, and deliver tailored solutions aligned with organizational objectives.
- Customized and integrated Zoho applications, creating automated workflows and processes to optimize system functionality and performance.
- Provided end-user training, technical support, and prompt resolution of technical issues, ensuring smooth adoption and seamless operations.
- Continuously identified opportunities for improvement, leveraging the Zoho ecosystem to drive innovation and support business growth.

**ERP | CRM Solution Internee**  
 Erphub

Jan '22 — Mar '22  
 Islamabad, Pakistan

- Collaborated with a team of developers to design, develop, and deploy custom solutions using Zoho Creator and Zoho CRM, enhancing business process efficiency.
- Created and optimized workflows and automation to streamline operations, reduce manual effort, and increase overall productivity.
- Developed and tested custom functions using the Zoho Deluge scripting language to address specific client requirements and enhance application functionality.
- Configured and customized Zoho modules to align with client needs, ensuring seamless integration into their business processes.
- Worked closely with project managers, business analysts, and stakeholders to gather requirements and deliver tailored solutions that met business objectives effectively.

## EDUCATION

**Master of Science in Computer Science**, COMSATS University Islamabad (GPA: 3.33)  
 Islamabad, Pakistan

Sep '19 — Jul '22

- Master of Science in Computer Science program equipped me with advanced knowledge in software engineering, algorithms, data structures, and artificial intelligence. I gained hands-on experience in designing and implementing complex systems and solutions. This program enhanced my ability to analyze and optimize technology-driven solutions for real-world applications.

**Bachelor of Science in Computer Science** , COMSATS University Islamabad (GPA: 3.15)  
 Islamabad, Pakistan

Sep '15 — Jul '19

- Bachelor of Science in Computer Science program provided a strong foundation in core computer science concepts, including programming, data structures, algorithms, and database management. I developed practical skills in software development and problem-solving techniques. The program equipped me with the knowledge and experience to design and implement efficient computing solutions.

**Higher Secondary School Certificate (HSSC) in Pre Engineering**, Pakistan Educational Foundation  
 (GPA: 53.1%)  
 Karachi, Pakistan

Jan '12 — Mar '14

- Higher Secondary School Certificate (HSSC) in Pre-Engineering program provided a solid foundation in mathematics, physics, and engineering principles. I developed strong analytical and problem-solving skills, which laid the groundwork for my future studies in computer science and engineering. This program enhanced my understanding of technical concepts and their real-world applications.

**Matriculation in Science**, Star Model Pulic High School (GPA: 59.88%)  
 Quetta, Pakistan

Jan '05 — Mar '07

- Matriculation in Science program provided a fundamental understanding of core scientific subjects, including mathematics, physics, chemistry, and biology. It helped develop strong analytical and problem-solving skills, forming a solid base for further studies in engineering and computer science. The program fostered a keen interest in science and its practical applications.

## CERTIFICATIONS

**Zoho Creator Developer - Associate**, Zoho  
**JavaScript Algorith & Data Structures**, Free Code Camp  
**Responsive Web Design**, Free Code Camp  
**Google I/O Extended**, Google  
**Freelancing Convention**, COMSATS University

Nov '21  
 Jan '22  
 Jan '01  
 Jun '19  
 Jun '19

Certificate MS Office, Pearl Tech Institute  
Certificate of Participation, 3rd Annual Tech Valley  
Certificate of English Proficiency, COMSATS University

Jun '08  
Jun '19  
May '19

## AWARDS

---

### Best Performance in Digital Logic Design

COMSATS University Islamabad

Mar '17

Awarded during Student Week for outstanding performance in the Digital Logic Design competition, showcasing exceptional skills in logic circuit design and problem-solving. This recognition highlighted my ability to apply theoretical knowledge to practical scenarios and demonstrated my technical proficiency in the field of electronics and digital systems.

## PROJECTS

---

Real Estate Management, Spox Investments [Link](#)

Dubai, United Arab Emirates

- At Spox Investment, a family-owned real estate company in Al Ain, UAE, I led the development and customization of a Zoho CRM system tailored to their business needs. This project included tailoring the leads module for property-specific data, transforming the contacts module into a tenants module for streamlined lease and tenant tracking, and creating customized modules for projects, buildings, and shops to enhance management capabilities. I also integrated a CRM webform with the company website to capture inquiries seamlessly. These efforts resulted in a fully optimized CRM system that improved property management, lease tracking, and project oversight, driving operational efficiency and informed decision-making.

Zoho CRM Customization & Client Management System, Free Mobility Leaders [Link](#)

Dubai, United Arab Emirates

- At Free Mobility Leaders, I spearheaded a comprehensive project aimed at streamlining operations and enhancing client experiences through Zoho CRM customization and the development of a Pricing Calculator in Zoho Creator. This initiative optimized lead management by tailoring the Leads module for citizenship-specific data, enhanced the Contact module to store detailed client information integrated with Zoho Creator for seamless data retrieval, and customized the Accounts module for financial tracking. Additionally, a Family Member module was introduced to capture and link family details to primary clients, ensuring holistic data management and operational efficiency.

Zoho Creator Pricing Calculator & Quotation Automation, Free Mobility Leaders [Link](#)

Dubai, United Arab Emirates

- I developed a robust Pricing Calculator application in Zoho Creator for Free Mobility Leaders to provide accurate cost estimations for citizenship programs. The application integrates seamlessly with Zoho CRM's Contact Module, dynamically retrieving program and subprogram details to handle complex cost calculations, including factors like program options, subprograms, and family members. A user-friendly interface allows clients to input data and receive real-time cost estimates while ensuring sensitive information is secured in compliance with privacy regulations. Additionally, I designed tailored quotation and contract templates, automated notification processes for admin and agents, and implemented workflows to send quotations and contracts directly to clients, streamlining operations and enhancing customer service.

Comprehensive Zoho CRM Implementation and Quotation Automation, Fapinax Company [Link](#)

Dubai, United Arab Emirates

- I successfully installed and configured Zoho CRM for Fapinax Company, tailoring user accounts and permissions to meet organizational requirements. To align with the company's specific operations, I customized key modules, including "Leads," "Contacts," "Accounts," "Enquiry," and "Quotation." Within the Quotation module, I developed four distinct layouts and multiple templates categorized by product and service types, enhancing flexibility and precision in client communication. I also automated processes such as sending quotations, generating estimates in Zoho Books, and creating sales orders from accepted quotations, streamlining financial documentation and workflow efficiency. Additionally, I implemented custom client scripts to auto-populate data from "Leads," "Accounts," and "Contacts" into the Quotation module, minimizing manual entry and reducing

Advanced Zoho CRM Customization and Process Automation, Rustom Medical [Link](#)

Riyadh, Saudi Arabia

- For Rustom Medical Company, I implemented and customized Zoho CRM to streamline their operations and enhance efficiency. The setup included configuring user accounts and permissions while tailoring modules such as "Leads," "Contacts," "Accounts," "Enquiry," and "Quotation" to align with the company's requirements. The Quotation module was enhanced with four distinct layouts and templates categorized by product and service types, along with automation features like the "Send Quotation" button for seamless communication, "Create Estimate on Zoho Books" for accurate financial documentation, and "Create Sale Order" for generating sales orders from approved quotations. Custom client scripts were developed to auto-populate fields across modules, reducing manual data entry and ensuring precision. This comprehensive customization improved workflow, enhanced client interactions, and optimized financial processes

Sunhub Zoho Implementation & Integration with Website, Sunhub LLC [Link](#)

United States

- The Sunhub e-commerce website integration with the Zoho Platform streamlined business operations by automating critical tasks and improving efficiency. A Zoho Creator app was developed to manage modules like Customers, Items, and Orders, ensuring seamless synchronization. The integration automated the creation of Customers, Items, and Sales Orders in Zoho Books via Instant Action, converting Sales Orders into Invoices. It also automated status updates, creating packages and marking orders as shipped and delivered. This project enhanced e-commerce operations, reduced errors, saved time, and improved the customer experience by providing a seamless connection between Sunhub and Zoho systems.

**SKILLS**

---

**Soft Skills** AI Proficiency, Adaptability, Communication Skills, Problem-Solving, Teamwork, Digital Literacy, Time Management, Emotional Intelligence, Critical Thinking, Leadership, Work Independently

**Zoho Tools** Zoho One Buisness Suite, Zoho CRM, Zoho Books, Zoho Inventory, Zoho Analytics, Zoho Form, Zoho Creator, Zoho Desk, Zoho Sites, Zoho Flow, Zoho Projects, Zoho People, Zoho Marketing Automation, Zoho Campaigns, Zoho Survey, Zoho SalesIQ, Zoho Sign, Zoho Contract, Zoho CRM Plus, Zoho Workspace, Zoho Expense, Zoho, Zoho Cliq, Technical Requirements, Webhooks, SDLC, Data Migration, Zoho WorkDrive, Zoho Recruit, Zoho Vault, Zoho Payroll, Zoho Invoice, Zoho Connect, Zoho Workplace, Zoho Subscriptions, Zoho TeamInbox, Zoho Social, Zoho DataPrep, Zoho Learn

**Web Development** HTML, CSS, Bootstrap, jQuery, JavaScript, PHP

**Database Management** MySQL

**Automation and Scripting** Deluge, Client Script, JSON

**Office Productivity** Microsoft Office

**Hobbies** Coding for Fun, Learning New Technologies:, Gaming, Hiking and Outdoors, Cooking and Food, Travel

**Interests** Salesforce, Odoo ERP & CRM, Spice CRM, Sugar CRM, Hiubspot CRM, SAP

**Languages** Sindhi, English, Brahui, Urdu, Punjabi

**REFEREES**

---

Reference will be provided upon request