FAYYAD ZAHID

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Summary

Software Engineer with 4+ years of experience building scalable solutions for financial services companies serving millions of customers. Proven expertise in Lightning Web Components, Apex development, and API integrations, with a track record of leading platform modernization initiatives and improving system efficiency by up to 20%. Strong background in enterprise-level implementations, CI/CD practices, and cross-functional collaboration to deliver high-impact technical solutions.

Skills

- **Salesforce:** Apex, SOQL, VisualForce, Lightning Web Components, Flow Builder

- **API Development:** RESTful APIs, GraphQL, Postman

- **FICO Decision Modeling Platform**

- **Programming Languages:** Java, C, C#, Ruby, Python, SQL, HTML/CSS, JavaScript, Unix, Powershell

- **Project Coordination:** Jira, Miro, GitHub, GitLab, Bitbucket

Work History

Senior Implementation Specialist   03/2023 - Current
Discover Financial Services – Remote
- **Co-led enterprise platform modernization initiative**, successfully migrating legacy SQL decision modeler to cloud-based FICO DMP, reducing infrastructure costs and improving system scalability
- **Designed tree-based decision rules using advanced FICO DMP features**, achieving 20% improvement in process efficiency over legacy sequential implementation
- **Implemented tracking software to monitor daily processing of over 50 million customer accounts**, ensuring that upstream delays were accounted for and resolved, reducing customer impact by 2-3 days.
- **Partnered with business and engineering teams** to design optimized data models, ensuring accurate processing while reducing computational overhead

Software Engineer   06/2021 - 03/2023
Ally Financial – Charlotte, NC
- **Engineered performant customer search interface using Salesforce Lightning Web Components (LWC), Apex, and SOQL** for mortgage, auto loan, and consumer banking products.
- **Built and optimized Salesforce REST API** endpoints while modernizing legacy callouts to GraphQL
- **Spearheaded vendor application integrations into Salesforce ecosystem**, delivering custom dashboards, automated workflows, and performant home pages.
- **Ensured zero-downtime deployments** across multiple Salesforce environments using Copado CI/CD pipelines and Git

Call Center Technology Intern   06/2020 - 08/2020
Ally Financial – Charlotte, NC
- **Automated Salesforce Knowledge Article synchronization across multiple environments** using event-driven architecture, eliminating manual transfer processes.
- **Delivered solution that freed up 8-16 hours weekly for enhanced UAT testing**

CCBT Deposits Sustain Intern   06/2019 - 08/2019
Ally Financial – Charlotte, NC
- **Built real-time integration between Salesforce and Jira systems**, streamlining production defect tracking and reducing incident response time, updating over 30+ critical case tickets weekly in real-time.
- **Developed intelligent automation for ticket routing and team assignment**, saving 3+ hours of manual work per week while improving accuracy

Education

Bachelor of Science: Computer Science   05/2021
University of Maryland - College Park, MD
Object-Oriented Programming, Computer Systems, Algorithms, Data Structures, Computer Systems Architecture, Computer and Network Security, Database Design