

# Rafiullah Nikzad

Nationality: **Afghan** || Current Location: Islamabad, **Pakistan** || WhatsApp: +923705719990

My website: <https://rafiullahnikzad.netlify.app/> Email: [rafiullahnikzad@gmail.com](mailto:rafiullahnikzad@gmail.com)

My LinkedIn Profile: <https://www.linkedin.com/in/rafiullah-nikzad/>

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## Professional Summary:

With **over Seven years** of progressive experience in **Technology and Business Development**, I bring a strong blend of technical expertise and strategic insight. My core competencies include **Zoho application development and customization, web development, software integration, and IT infrastructure management**. Currently I'm **working** Remotely with Cloudz, its Zoho Partner (Location Pakistan), worked as a **Zoho Developer** with XpertArena (Location Pakistan) also with the1Source (Location USA) in a remote capacity and served as a **Tech Developer** at Gulfmigration Services (Location UAE), delivering innovative software solutions that improve business efficiency and user experience.

Earlier in my career, I held roles such as **Business Development Manager** and **Junior Software Developer** at PFC Group (Location Europe), where I led key initiatives to align technology with business goals. I also contributed to **IT and web development** at Afghan Hope Education Consultancy (Location Afghanistan) and began my journey in technical support with North Telecom ISP (Location Afghanistan), where I built strong client relationships and resolved complex issues effectively.

I hold a **Bachelor's Degree** in **Computer Applications** from **Pune University, India** (2020 April), and possess in-depth knowledge of the Zoho ecosystem and its application in diverse business environments.

## Key Experience Overview:

1. **Zoho Developer:** Over 4 years of hands-on experience in Zoho Creator, Zoho CRM, and custom workflows.
2. **Business Development with Zoho Partner:** 1 year of experience aligning Zoho solutions with business strategy.
3. **Web Development:** 1 year of practical experience in building responsive, user-centric websites.
4. **IT & Networking:** More than 1 years of experience managing infrastructure and support systems.

My LinkedIn Profile: <https://www.linkedin.com/in/rafiullah-nikzad/>

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## Professional Certifications:

- Responsive Web Design (<https://www.freecodecamp.org/certification/Rafiullahnikzad/responsive-web-design>)
  - Front End Development Libraries (<https://www.freecodecamp.org/certification/Rafiullahnikzad/front-end-development-libraries>)
  - **Certified Zoho Developer** <https://www.zoho.com/creator/developers/find-a-developer.html> (Search my name (Rafiullah Nikzad))
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## Work Experience:

Date: **Oct/2025 Till Now**, Job Title: **Senior Zoho Developer** Employer: **CloudZ**  
<https://www.cloudztechnologies.com/zoho-authorized-partner/> Karachi, Pakistan (**Working Remotely**).

- Developed and customized business applications using Zoho Creator, Zoho CRM, and other Zoho One apps to automate workflows and streamline operations.
- Wrote and optimized Deluge scripts for workflow automation, data processing, and API-based integrations.
- Integrated Zoho apps with external systems and third-party APIs, ensuring real-time data synchronization.
- Customized Zoho CRM modules, fields, layouts, and blueprints to align with client-specific business processes.
- Automated finance and inventory workflows in Zoho Books and Zoho Inventory for seamless data flow and accuracy.
- Built custom dashboards and analytical reports in Zoho Analytics and CRM for performance and KPI tracking.
- Designed and implemented Blueprints and multi-level approval workflows to enforce structured process flows.
- Handled data migration, cleaning, and synchronization across multiple Zoho applications.
- Performed testing, debugging, and optimization of scripts and automations to ensure reliability and performance.
- Created technical documentation and provided user training to support end-users and enhance system adoption.

Date: **July/2025 Till Sep/2025**, Job Title: **Senior Zoho Developer** Employer: **Xperts Arena**  
<https://xpertsarena.com/> Multan, Pakistan (**Working Remotely, it was Project Based**).

- Custom Application Development: Design, develop, and maintain custom applications in Zoho Creator using Deluge scripting, forms, workflows, and reports to streamline business operations.
- Zoho CRM Customization: Customize Zoho CRM modules, layouts, workflows, and automation rules; implement blueprints, custom buttons, and client scripts to enhance CRM functionality.
- API Integrations: Build and manage integrations with third-party systems using Zoho APIs (CRM, Creator, Books, Projects, etc.) and external APIs via RESTful services and invokeurl.
- Workflow Automation: Automate complex business processes across the Zoho suite using Zoho Flow, Deluge, and custom functions to minimize manual work and improve efficiency.
- Reports & Dashboards: Create dynamic reports and dashboards in Zoho Analytics or CRM to provide actionable insights for business teams.

Date: **May/2024 Till June/2025**, Job Title: **Zoho Developer** Employer: **the1Source**  
<https://www.the1source.com/> Detroit Michigan, USA (**Working Remotely Full Time**).

- Application Development: Design, develop, and implement custom applications using Zoho Creator, Zoho CRM, and other Zoho products to meet specific business needs.
- Customization: Customize existing Zoho applications to align with client requirements, including workflow automation, custom modules, and scripting using Deluge (Zoho's scripting language).
- Integration: Integrate Zoho applications with third-party systems and APIs to ensure seamless data flow and enhanced functionality across different platforms.
- Technical Support: Provide technical support and troubleshooting for Zoho applications, ensuring timely resolution of issues and minimal disruption to business operations.

Date: **Nov/2023 Till March 2024** Job Title: **Tech Developer** Employer: **Gulfmigration Services**  
<https://gulfmigrates.com/> Islamabad, Pakistan.

- Developed and maintained high-quality software applications, ensuring optimal performance and user experience.
- Collaborated closely with cross-functional teams to design and deliver innovative features that meet project objectives.
- Ensured technical feasibility of UI designs by working closely with designers and product managers.
- Identified and resolved technical issues promptly, employing effective troubleshooting and debugging techniques.
- Created and maintained comprehensive technical documentation for reference and reporting purposes.
- Utilized Git for efficient code management and collaboration within the development team.
- Implemented robust security practices to protect applications and data, adhering to industry standards.

Date: **Feb/2023 Till Oct/2023** Job Title: **Business Development Manager** Employer: **PFC Group Zoho Premium Partner** <https://www.pfc-group.com/> Islamabad, Pakistan.

- Identified and capitalized on new business opportunities by proactively researching markets, analyzing industry trends, and cultivating long-term relationships with prospective clients.
- Led negotiations with clients and partners, leveraging financial data and market insights to assess business potential and secure favorable deals, resulting in increased revenue and market share.
- Monitored market challenges and changes, adapting strategies accordingly to maintain competitiveness and drive sustainable growth in dynamic business environments.
- Developed and implemented strategic plans aligned with organizational objectives, utilizing a data-driven approach to optimize market positioning and capitalize on emerging opportunities.
- Conducted comprehensive competitive analyses to benchmark performance, identify key trends, and inform strategic decision-making, ensuring a deep understanding of market dynamics.

Date: **Jan/2022 Till Jan/2023** Job Title: **Junior Software Developer** Employer: **PFC Group Zoho Premium Partner** <https://www.pfc-group.com/> Kabul, Afghanistan.

- Led extensive customization projects for Zoho applications including Zoho CRM, Zoho Creator, Zoho Inventory, Zoho Books, Zoho Landing Pages, Zoho Sites, Zoho Page Sense, Zoho Analytics, Zoho E-Commerce, and more.
- Implemented custom features and configurations across Zoho platforms to optimize functionality and user experience.
- Provided strategic guidance on leveraging Zoho applications effectively to achieve organizational goals.
- Collaborated closely with cross-functional teams to translate business needs into technical Zoho solutions.
- Delivered training and support to end users on newly implemented Zoho customizations.
- Implemented best practices for Zoho application customization and integration.

Date: **Sep/2021 Till Dec/2022** Job Title: **Web Developer** Employer: **Afghan Hope Education Consultancy** <https://www.afghan-hope.com/> Kabul, Afghanistan.

- Strategize and Execute Innovative Web Development: Lead the design and implementation of dynamic web strategies aligned with company goals, utilizing cutting-edge technologies.
- Collaborate with Design Experts: Work closely with design teams to create user-friendly interfaces and engaging digital content.
- Optimize Website Performance: Improve website speed, scalability, and SEO through meticulous optimization techniques.
- Stay Current with Industry Trends: Monitor and integrate emerging technologies to ensure operational evolution and relevance.
- Facilitate Cross-Functional Collaboration: Coordinate with diverse teams to deliver optimal solutions and user experiences.

Date: **Jan/2016 Till Feb/2017** Job Title: **Junior Information Technology Consultant** Employer: **North Telecom ISP and ICT Services Compan** Kabul, Afghanistan.

- **Client Needs Assessment:** Collaborated with senior consultants to comprehensively assess client requirements and business objectives, ensuring a deep understanding of technology needs.
  - **Requirement Gathering Expertise:** Led the process of gathering detailed project requirements, facilitating effective communication between clients and project teams.
  - **Strategic Solution Design:** Contributed to the design and development of tailored technology solutions aligned with client goals and industry best practices.
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#### **EDUCATION:**

Date: **April/2020**                      Degree Title: **BCA (Bachelor's Computer Applications)**  
University Name: **Pune University**                      City: **Pune**                      Country: **India**

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#### **KNOWLEDGE OF PROGRAMMING LANGUAGES (COMPUTER):**

- **C, C++, Java, JavaScript, Python, PHP, SQL (HTML, CSS)**

#### **Advanced Knowledge In:**

- **JavaScript**
- **Zoho Deluge Script**
- **HTML, CSS**

#### **RELEVANT SKILLS:**

- **Communication skill**
  - **Leadership skill**
  - **Negotiation skill**
  - **MS Office (All Versions)**
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#### **Human Languages (Reading, Writing, Listening, Speaking):**

- **Persian (Native)**
- **English (Advanced)**
- **Pashto (Advanced)**
- **Urdu (Good)**