ZISHAN RAZZAQ

Head of Enterprise Applications | VP of Technology | Salesforce Platform Leader

New Hyde Park, NY | 516-782-3518 | zishan.razzaq@icloud.com | linkedin.com/in/zishanr | zishanrazzaq.com | salesforce.com/trailblazer/zrazzaq

PROFESSIONAL SUMMARY

Enterprise applications and technology executive with 20+ years leading CRM, ERP, HRIS, data, and AI platforms for SaaS, financial services, and healthcare organizations, reporting to CIOs and COOs. Built and led organizations of up to 40 people, owned vendor and managed-service partnerships, and launched Quorum Software's first AI Operations function. Salesforce since 2006, and still hands-on in Apex, SOQL, Flows, and Python.

SKILLS

Leadership & Strategy: Enterprise Applications, Enterprise Architecture, IT Strategy & Roadmaps, Digital Transformation, Application Portfolio Rationalization, Budget & Vendor Management, IT Governance, SOC 2 Type II & PII Compliance, Business-IT Alignment, Team Building

Business Processes: Quote-to-Cash (Q2C), Order-to-Cash (OTC), Procure-to-Pay (P2P), Record-to-Report (R2R), Revenue Operations, Customer 360, Financial Close

Salesforce: Sales Cloud, Service Cloud, Experience Cloud (Communities), Financial Services Cloud, Salesforce CPQ, Commerce Cloud, Field Service, Marketing Cloud, Nonprofit Cloud, Data Cloud, Agentforce

ERP, HRIS & ITSM: NetSuite, Workday (HCM, FDM, Adaptive Planning), ServiceNow, OpenAir PSA, Clari

Integration: Workato, MuleSoft, Boomi, Jitterbit, n8n, REST APIs

Data, Cloud & AI: Databricks, Microsoft Fabric, AWS, Azure, Power BI, Tableau, Qlik, SQL, MySQL, Generative AI, AI Governance, OpenAI ChatGPT Enterprise, Azure OpenAI, Claude, Microsoft Copilot, GitHub Copilot

Hands-On Development: Apex, SOQL, Visualforce, Salesforce Flows, JavaScript, Python, SQL, Java, C#/.NET

Delivery: Agile, Scrum, Kanban, Jira, Azure DevOps

PROFESSIONAL EXPERIENCE

Founder | ZorpCode (STRICTLYIT LLC) | New Hyde Park, NY | 2026 – Present

- Founded and launched ZorpCode (zorpcode.com), a live web-based coding course for kids with 8 story missions, a block-based adventure, and an in-browser Python lab; owned product, curriculum, design, and go-to-market.
- Directed AI coding agents (Claude, ChatGPT Codex) to build and test the platform on Next.js, React, TypeScript, Supabase, and Vercel, with automated tests and owner approval before every release.

Head of Corporate Applications, Architecture, Data Warehouse & AI Operations | Quorum Software | Remote | May 2025 – Apr 2026

- Reported to the CIO and led a 24-person organization of Directors, Senior Managers, engineers, and analysts across enterprise applications, architecture, the data warehouse, integrations, and AI operations.
- Authored an Enterprise Application Rationalization Framework and applied it to 115+ platforms, removing redundant systems and identifying portfolio cost reductions.
- Owned Salesforce product strategy and roadmap across Sales Cloud, Service Cloud, Experience Cloud, and CPQ, setting priorities with Sales, Finance, and Service executives.
- Partnered with Finance, Sales, HR, and Service leaders to turn business cases into roadmaps; kept platforms SOC 2 Type II and PII compliant, and managed a multimillion-dollar budget and partners including Slalom, E78 Partners, and NetSuite ACS.
- Led the enterprise data warehouse on Azure, Microsoft Fabric, and Databricks with a bronze/silver/gold (medallion) architecture, a semantic layer holding the business rules and metric logic, and a Salesforce–NetSuite data dictionary, giving the CEO and C-suite Power BI dashboards (FP&A, ACV pipeline, close) and Finance and HR Tableau reporting with restricted access to protect compensation data.
- Connected Claude to Databricks for plain-language executive questions, and to Salesforce Service Cloud so call-center reps saw each customer's cases and sentiment before answering, cutting call times and Level 2 escalations; planned phase 2 to connect Claude to the semantic layer.
- Introduced AI Operations at Quorum for the first time: hired the company's first AI engineer, built an AI Initiative intake platform to capture and evaluate AI requests, ran AI workshops with business teams, and set up governance councils for the data warehouse, AI, front office, and back office, alongside change advisory boards.

- Decided to sunset MuleSoft to cut integration costs, then migrated every existing integration to Workato, enhanced several during the move, and made Workato the standard for all new integrations, delivering significant license savings.

Fractional Chief Technology Officer (Contract, concurrent with Kyriba) | MedicAlert Foundation | Remote | Sep 2023 – Mar 2025

- Set technology strategy and HIPAA-aligned security governance for a national healthcare nonprofit across Salesforce (Sales, Service, Commerce, Nonprofit Cloud), NetSuite, and Azure.
- Replaced a Drupal partner portal with Salesforce Experience Cloud and integrated CPQ so partners could configure and buy products self-service, retiring the legacy platform and saving $300K annually.
- Designed the Salesforce architecture and Customer 360 automation, renegotiated technology vendor contracts, and managed a team of 10 IT professionals.

Vice President, Corporate Systems | Kyriba | Remote | Apr 2021 – Jan 2025

- Reported to the COO and built and led a 40-person global organization, including teams in India and 11 consultants across the UK and France, spanning applications, integrations, data, DevOps, and a PMO for Finance, Sales, HR, Customer Success, and Operations.
- Owned product strategy for Salesforce, NetSuite, Workday, and ServiceNow, plus the API and integration architecture connecting them; improved workflow efficiency 25%.
- Owned the Intuit-to-NetSuite implementation end to end and directed a Quote-to-Cash transformation across Salesforce CPQ, NetSuite billing and ASC 606 revenue recognition, and OpenAir PSA.
- Led the full exit from the on-premises data center to AWS, moving SQL workloads to Amazon RDS, and stood up an AWS data warehouse unifying Salesforce, NetSuite, Workday, and ServiceNow data; sped executive decisions 30%.
- Launched a ServiceNow service delivery model with SLAs and cut system downtime 15% by redesigning ERP and finance integrations; partnered with Finance on period close, billing integrity, and tax compliance.

Vice President of Technology | Global Facility Management & Construction (GFM247) | Remote | Feb 2020 – Apr 2021

- Owned all of IT for a global facilities management and construction company: infrastructure, cloud, cybersecurity, business applications, and end-user technology and support.
- Rebuilt the Salesforce CRM for opportunity tracking, quoting, and service delivery, improving pipeline visibility and order-to-cash cycle time.
- Directed the complete data center exit to AWS, retiring physical servers, moved the company to remote operations at the start of COVID-19, owned disaster recovery and business continuity, and cut system downtime 30%.

Vice President, Head of Salesforce and Digital Channels | Israel Discount Bank | Nov 2017 – Jan 2020

- Delivered a full Salesforce Financial Services Cloud migration in 10 months and received the CEO Award.
- Implemented Financial Services Cloud as the system for client opportunity management and product fulfillment, giving end-to-end visibility from prospect to revenue.
- Led digital transformation for enterprise banking platforms, modernizing digital channels to improve the customer experience and operational efficiency.
- Built and led cross-functional teams across development, architecture, and digital product delivery, partnering with banking business leaders on priorities.

EARLIER SALESFORCE & CRM EXPERIENCE (2006 – 2017)

Began career as a C#/.NET developer, then held Salesforce and CRM development, architecture, and management roles at ASCAP (Senior Salesforce Development Manager), Cox Automotive (Senior Manager, CRM Technical and Business Solutions), Standard & Poor's (CRM Architect and Application Development Manager), The New York Times, Avon, Nikon Instruments, Institute for Integrative Nutrition, and New Leaders for New Schools.

EDUCATION & CERTIFICATIONS

Master of Business Administration (MBA) | University of Phoenix
Bachelor of Business Administration (BBA) | Hofstra University
Salesforce Certified Administrator | Salesforce | Credential ID 21718613
Project Management Professional (PMP) Training | 35 Contact Hours