

Parvez Shaik

+1 (930) 904-4515 | Bloomington, IN, USA | parvezshaik3008@gmail.com
parvezshaik.com | linkedin.com/in/Parvez | github.com/Parvez | salesforce.com/trailblazer/Parvez

Professional Summary

Salesforce Developer with 3+ years of experience supporting global CRM platforms used by 5,000+ users. Improved enterprise Salesforce performance using Apex, LWC, Flows, Platform Events, REST APIs, and release automation. Migrated 22 legacy Visualforce pages to LWC and increased page load speed by 2.3 times. Built Salesforce AI projects with Agentforce, Data Cloud, and Einstein Trust Layer, including an autonomous support agent that reached a 63.9% auto resolution rate. Open to relocate across the US.

Technical Skills

Certifications: Salesforce Certified Platform Developer I, Salesforce Certified Administrator, Salesforce Certified Platform App Builder, Salesforce Certified Agentforce Specialist.

Salesforce Clouds: Sales Cloud, Service Cloud, Experience Cloud, Data Cloud.

Salesforce Development: Apex, Lightning Web Components (LWC), Triggers, Test Classes, Aura Components, Visualforce, Apex Batch, Apex Scheduler.

Automation and Platform: Flows, Platform Events, Validation Rules, Process Builder, Approval Processes.

Integrations and APIs: REST APIs, SOAP APIs, Named Credentials, OAuth, External Services, Salesforce Connect.

DevOps and Tools: Salesforce DX, Gearset, Git, Jenkins, CI/CD Pipelines, Deployment Automation.

Data and Security: SOQL, SOSL, Data Loader, ETL, Permission Sets, Sharing Rules, Role Hierarchy, Field-Level Security.

AI and Data Cloud: Agentforce, Prompt Builder, Einstein Trust Layer, Generative AI, Retrieval Augmented Generation (RAG), Data Cloud.

Experience

Software Developer Intern - MyEdMaster

Jun. 2025 - Aug. 2025

- Built a Python based AI content pipeline using MySQL, Redis, and GraphRAG. Integrated AutoGen agents into the content review workflow and reduced manual content evaluation time by 23%.
- Improved retrieval for a proprietary LLM using LlamaIndex and SpaCy. Supported 2,800 plus topic specific assessment items and improved content relevancy from 72% to 83%.
- Deployed a Flask backend on AWS EC2 using Docker and Apache. Fixed 4 recurring deployment issues with the backend team and improved model evaluation speed by 18%.

Senior Salesforce Developer - Cognizant

Sep. 2022 - Apr. 2024

- Fixed performance bottlenecks for a global Salesforce CRM supporting 5,000+ users by tuning Apex and LWC components. Improved speed by 27.8% and reduced SLA breaches by 19.6%.
- Migrated 22 legacy Visualforce pages to LWC after reviewing support pain points and page load issues. Improved page load speed by 2.3 times and cut technical debt by 41.3%.
- Built case handling solutions using Flows and Platform Events. Reduced manual effort by 33.7% while maintaining 92.4% Apex test coverage.
- Worked with QA and deployment teams to stabilize Salesforce releases using Gearset, Git, and Salesforce DX. Reduced release related issues by 21.4%.
- Reviewed permission sets, sharing rules, and field level security for LWC, Flow, and Apex changes before production releases. This reduced access related rework during UAT.

Salesforce Developer - Cognizant

Jan. 2021 - Sep. 2022

- Built custom CRM workflows for 3,180 users using Apex, LWC, and Aura. These updates improved process efficiency by 26.7%.
- Integrated Salesforce with payment gateways, ERP, and marketing platforms through REST APIs. Reduced reconciliation time from an average of 3.1 hours to 2.6 hours.
- Moved delayed CRM updates into batch and scheduled Apex jobs. Reduced manual follow up by 17.8% and improved scheduled data update reliability.
- Automated routine operations using Flows, Process Builder, and Validation Rules. Manual data errors fell by 18.9% while SLA compliance rose by 14.2%.

- Configured Named Credentials and OAuth based access for REST integrations. This made external system calls easier to maintain across sandbox and production environments.

Projects

CRM Case Automation & Release Stability | Apex, LWC, Flows, Platform Events, Permission Sets, REST APIs

- Built a case triage and escalation flow using LWC, Apex, Flows, and Platform Events. Reduced manual case review steps by 29.4% in test scenarios.
- Connected an external status service through REST APIs and showed case updates inside a custom LWC. Added validation checks before Salesforce DX and Git deployments, reducing release rework by 18%.

AI-Driven Case Triage & Resolution System | Agentforce, Apex, LWC, Flows, Data Cloud, Einstein Trust Layer, REST APIs

- Built an Agentforce case triage system to sort cases by intent and urgency. Added Einstein Trust Layer controls to protect sensitive customer data.
- Pulled CRM context from Data Cloud through REST APIs and showed case recommendations in a custom LWC. Cut average handling time by 24.6%.

Service Case Automation and Support Console | Apex, LWC, Flows, Platform Events, REST APIs, Named Credentials, Salesforce DX

- Built a case console using LWC, Apex, SOQL, and Flows to create, route, update, and escalate support cases. Reduced manual case review steps by 31.2% in test scenarios.
- Added SLA routing, REST API status lookup, and integration logs using Custom Metadata, Platform Events, Batch Apex, Queueable Apex, Named Credentials, and OAuth. Cut overdue case follow up time by 22.8%.

Education

Masters in Computer Science

Indiana University Bloomington

Aug. 2024 - May. 2026

Bloomington, IN, USA