

Parvez Shaik

Salesforce Developer | Apex | LWC | Integrations | CI/CD

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Professional Summary

Salesforce Developer with 3+ years of experience supporting CRM platforms used by more than 5,000 users. Worked on Apex, LWC, Flows, Platform Events, REST APIs, release automation, Data Cloud, and Salesforce security. Migrated 22 Visualforce pages to LWC and increased page load speed by 2.3 times. Built Agentforce projects with Data Cloud and Einstein Trust Layer, including a support agent with a 63.9% auto resolution rate.

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. Added AutoGen agents to the review flow and reduced manual content evaluation time by 23%.
- Improved LLM retrieval using LlamaIndex and SpaCy. Supported 2,800 plus 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 and improved model evaluation speed by 18%.

Senior Salesforce Developer - Cognizant

Sep. 2022 - Apr. 2024

- Fixed slow Apex and LWC components in a CRM used by 5,000+ users. Improved speed by 27.8% and reduced SLA breaches by 19.6%.
- Migrated 22 Visualforce pages to LWC after reviewing support issues. Improved page load speed by 2.3 times and cut technical debt by 41.3%.
- Built Service Cloud case solutions with Apex Triggers, Flows, Platform Events, and Approval Processes. Reduced manual effort by 33.7% with 92.4% Apex test coverage.
- Supported CI/CD Pipelines with Gearset, Git, Jenkins, Salesforce DX, and Deployment Automation. Reduced release related issues by 21.4%.
- Checked Permission Sets, Sharing Rules, Role Hierarchy, and Field-Level Security before UAT for Sales Cloud and Service Cloud changes. Reduced access related rework during testing.

Salesforce Developer - Cognizant

Jan. 2021 - Sep. 2022

- Built CRM workflows for 3,180 users using Apex, LWC, Aura Components, and Validation Rules. Improved process efficiency by 26.7%.
- Integrated Salesforce with payment, ERP, and marketing systems using REST APIs, Named Credentials, and OAuth. Also supported External Services and Salesforce Connect for related data access needs.
- Reduced reconciliation time from 3.1 hours to 2.6 hours by improving external system data flow and API checks.
- Moved delayed CRM updates into Apex Batch and Apex Scheduler jobs. Reduced manual follow up by 17.8%.
- Supported data cleanup with Data Loader, ETL checks, SOQL, and SOSL. Manual data errors fell by 18.9%, while SLA compliance rose by 14.2%.

Projects

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

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

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

- Built a Service Cloud case console using LWC, Apex, SOQL, Flows, Apex Triggers, and Test Classes. Reduced manual case review steps by 31.2% in test scenarios.
- Added SLA routing, REST status lookup, and integration logs using Custom Metadata, Platform Events, Batch Apex, Queueable Apex, Named Credentials, OAuth, Data Loader, and ETL checks. Cut overdue case follow up time by 22.8%.

AI-Driven Case Triage & Resolution System | Agentforce, Prompt Builder, Generative AI, RAG, Data Cloud, Einstein Trust Layer, REST APIs

- Built an Agentforce case triage system using Prompt Builder, Generative AI, RAG, Apex, LWC, and Flows. Added Einstein Trust Layer controls for sensitive 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%.

Education

MS in Computer Science - Indiana University Bloomington

Aug. 2024 - May. 2026