Omar N. **Raza**
SENIOR SOFTWARE ENGINEER · PRODUCT OWNER

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Work Experience

Salesforce - Autonomous Infrastructure Control Plane, AI Research *Palo Alto, CA*
DATA PIPELINE ARCHITECT *May 2024 - Present*
- Designed real-time ETL pipelines leveraging Apache Kafka and Spark, processing 10M+ daily events into AWS Redshift data lake with automated data quality validation.
- Architected and developed entity-based compute sharding solution across 300K nodes, enabling intelligent signal preprocessing and selective data ingestion, resulting in a 40% model accuracy increase and 85% compute cost reduction.
- Partnered with senior researchers to architect and develop ML-powered MVPs and demos, advancing model training pipelines and reinforcement learning agents for autonomous infrastructure management.

Salesforce - Autonomous Infrastructure Control Plane *San Francisco, CA*
PRODUCT OWNER *Feb. 2023 - Present*
- Served as distributed systems/infrastructure SME for Fortune 500 partners including Redhat, Google, and FedEx, optimizing their adoption of Salesforce's 1P infrastructure.
- Led technical architecture and product strategy, aligning cross-functional stakeholders from engineering to senior leadership to deliver cohesive product vision and roadmap.
- Managed 8+ engineer team driving product innovation, resulting in expanded portfolio scope and successful project acquisitions.
- Orchestrated 24/7 global support operations across 35+ datacenters, overseeing infrastructure processing 1B+ weekly transactions on 500K machines.
- **- Distinguished as youngest Product Owner in EVP organization at age 25.**

Salesforce - Autonomous Infrastructure Control Plane *San Francisco, CA*
SENIOR SOFTWARE ENGINEER *Nov. 2022 - Present*
- Spearheaded VP/SVP-level technical initiatives, architecting enterprise solutions with organization-wide impact.
- Architected system abstractions to create scalable, reusable products; spearheaded cross-functional adoption across multiple business units.
- Owned full development process from story creation through deployment, independently developing, delivering, and maintaining production-ready features on schedule.
- **Recognized in top 5 of employees for driving cross-cloud customer initiatives.**

Salesforce - Autonomous Infrastructure, Health Pipeline *San Francisco, CA*
SOFTWARE ENGINEER *Nov. 2020 - Oct. 2022*
- Rearchitected and developed novel distributed processing system, implementing custom async workflows and autoscaling mechanisms to scale from 5M to 30M daily requests; achieved 50% latency reduction while supporting 6x customer growth.
- Redesigned system architecture for customer data ingestion, scaling report processing from 100K to <1 compute-hour daily (98% reduction) while achieving 100x collection throughput.

Salesforce - Autonomous Infrastructure, Health Pipeline *San Francisco, CA*
ASSOCIATE SOFTWARE ENGINEER *July 2019 - Oct. 2020*
- Architected distributed agent system for 300K machines, processing 5M+ daily requests and scaling health pipeline to handle 50M+ daily events.
- Engineered high-performance data storage architecture, achieving 5x database scalability and 67% latency reduction through optimized indexing and retrieval patterns while maintaining linear storage complexity.

Salesforce - Marketing Cloud, Google Integrations *Indianapolis, IN*
SOFTWARE ENGINEERING INTERN *May. 2018 - Aug. 2018*
- Developed integration suite with Google Cloud API to allow for marketing cloud customers to access their Google data in salesforce
- **Won the Futureforce Technology Award for outstanding technical talent and aptitude shown during the internship.**

Education

Purdue University   *West Lafayette, IN*
B.S. in Computer Science   *Aug. 2015 - May 2019*
- Certificate of Entrepeneurship and Innovation

Skills

Languages: Python, Go, Java (Spring/Vertix), Puppet, Bash, HTML/CSS/Javascript (JS), Node, Express, React

Technologies: Couchbase, Redis, Kafka, CI/CD (Strata, Jenkins, Artifactory, Github Actions)

Certifications: Certified: AWS Cloud Practioner (CLF-02) In-Progress: Solutions Architect Associate/Professional (SAA-03/SAP-01), Machine Learning Engineer

Expertise: Microservices, Distributed Systems, Data Pipelining, Infrastructure Management

Philanthropy

Averroes High School   *Fremont, CA*
Board of Directors   *June 2022 - Present*
- Lead strategic business development initiatives, implementing enterprise solutions including Salesforce CRM and financial management systems, while establishing comprehensive operational frameworks and spearheading fundraising campaigns.
- Orchestrated comprehensive growth strategy resulting in 25% increase in freshman enrollment, 100% growth in donor contributions, and 80% reduction in administrative overhead through strategic technology adoption.
- Established data-driven decision-making processes for board operations, implementing quarterly performance metrics and developing sustainable five-year growth strategy for student enrollment and financial sustainability.

Ravine Non-Profit Solutions   *Santa Clara, CA*
President and Executive Director   *Aug. 2020 - Jan. 2023*
- Founded and scaled pro-bono technology consulting organization to 20+ professionals, providing strategic technical solutions to Bay Area non-profits.
- Directed comprehensive digital transformation initiatives for 6+ non-profits, encompassing Salesforce implementations, web development, and operational process optimization, resulting in measurable efficiency improvements.
- Developed structured mentorship program pairing technology professionals with non-profit leaders, facilitating knowledge transfer and sustainable technological independence for partner organizations.