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

📱 +1 (408) 642-9642 | ✉ omar.nraza@gmail.com | in omar-raza

Work Experience

Salesforce - Autonomous Infrastructure Control Plane, AI Research
DATA PIPELINE ARCHITECT

Palo Alto, CA
May 2024 - Present

- Built real-time ETL pipelines using Apache Kafka and Spark to process 10M+ daily events, incorporating automated data quality validation for data within AWS Redshift data lake.
- Pioneered an entity-based compute sharding solution spanning 300K nodes, resulting in 40% improval model accuracy and 85% reduction in compute costs through intelligent signal preprocessing.
- Collaborated with senior researchers to prototype ML-powered systems, enhancing model training pipelines and reinforcement learning agents for autonomous infrastructure.

Salesforce - Autonomous Infrastructure Control Plane
PRODUCT OWNER

San Francisco, CA
Feb. 2023 - Present

- Guided Fortune 500 partners including RedHat, Google, and FedEx as distributed systems/infrastructure SME, optimizing their usage of Salesforce's 1P infrastructure.
- Shaped technical architecture and product strategy, unifying cross-functional stakeholders to execute cohesive product vision across organization.
- Led 8+ engineer team to drive product innovation, expanding portfolio scope and securing strategic project acquisitions.
- Directed 24/7 global operations across 35+ datacenters, managing infrastructure that processes 1B+ weekly transactions on 500K machines.
- **Recognized as one of Salesforce's youngest-ever Product Owners at 25, leading product strategy for VP-level organization.**

Salesforce - Autonomous Infrastructure Control Plane
SENIOR SOFTWARE ENGINEER

San Francisco, CA
Nov. 2022 - Present

- Executed VP/SVP-level technical initiatives, delivering enterprise solutions with organization-wide impact.
- Established system abstractions that enabled scalable, reusable products, fostering adoption across multiple business units.
- Stewarded full development lifecycle from conception through deployment, delivering production-ready features on accelerated timelines.
- **Ranked among top 5% of employees for advancing cross-cloud customer initiatives.**

Salesforce - Autonomous Infrastructure, Health Pipeline
SOFTWARE ENGINEER

San Francisco, CA
Nov. 2020 - Oct. 2022

- Built distributed processing system with custom async workflows and auto-scaling mechanisms, scaling from 5M to 30M daily requests while reducing latency by 50% during 6x customer growth.
- Optimized customer data ingestion architecture, yielding 98% reduction in compute time and 100x improvement in collection throughput.

Salesforce - Autonomous Infrastructure, Health Pipeline
ASSOCIATE SOFTWARE ENGINEER

San Francisco, CA
July 2019 - Oct. 2020

- Engineered distributed agent system to handle 5M+ daily requests across 300K machines, implementing high-performance data storage for 5x database scalability.
- Created scalable monitoring solutions integrated with existing infrastructure, enabling proactive health analysis and automated issue detection.

Salesforce - Marketing Cloud, Google Integrations
SOFTWARE ENGINEERING INTERN

Indianapolis, IN
May 2018 - Aug. 2018

- Built comprehensive integration suite with Google Cloud API, enabling Marketing Cloud customers to analyze their Google data within Salesforce platform.
- **Received Futureforce Technology Award for outstanding technical talent and innovation.**

Education

Purdue University
B.S. in Computer Science

West Lafayette, IN
Aug. 2015 - May 2019

- Certificate of Entrepeneurship and Innovation

Skills

Languages: Python, Go, Java, SQL, HTML/CSS/JavaScript (Node, Angular, React), Bash, R

Technologies: Apache Kafka, Apache Spark, AWS (Redshift, EC2, S3, Solutions Architecture), Redis, Couchbase, CI/CD (Strata, Jenkins, Artifactory, Github Actions), Salesforce CRM, Google Cloud API, Git

Expertise: Data Pipeline Architecture, Distributed Systems Design, ETL Processes, MLOps, Autonomous Infrastructure Management, Product Strategy, Business Development, Non-Profit Consulting

Philanthropy

Averroes High School
Board of Directors

Fremont, CA
June 2022 - Present

- Modernized operations by implementing Salesforce CRM and Quickbooks, while leading strategic fundraising initiatives.
- Drove institutional growth achieving 25% higher freshman enrollment, doubled donor contributions, and reduced administrative costs by 40% through strategic tech adoption.
- Instituted data-driven board operations with quarterly metrics and five-year growth strategy focusing on enrollment and financial sustainability.

Ravine Non-Profit Solutions
President and Executive Director

Santa Clara, CA
Aug. 2020 - Jan. 2023

- Founded and grew pro-bono tech consulting organization to 20+ professionals serving Bay Area non-profits.
- Led digital transformation for 6+ non-profits through Salesforce implementation and process optimization, delivering measurable efficiency gains.
- Created mentorship program connecting tech professionals with non-profit leaders to build sustainable technological independence.