Parth P

Salesforce Developer, 5+ years experience
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A highly skilled and motivated Salesforce Education Cloud Developer with over 5+ years of experience delivering end-to-end Salesforce implementations for universities and educational institutions. Expertise in Education Data Architecture (EDA), Lightning Web Components (LWC), Flows, and REST API integrations. Adept at designing scalable Salesforce Education Cloud solutions that optimize student lifecycle management, admissions automation, and academic advising. Proven track record in integrating external Student Information Systems (SIS) and Learning Management Systems (LMS) with Salesforce using MuleSoft and Apex REST services. Strong leadership, mentoring, and client communication skills ensuring timely and high-quality project delivery. Extensive hands-on experience in Salesforce Education Cloud, Sales Cloud, and Service Cloud customization. Expert in Education Data Architecture (EDA) setup and automation for large educational institutions. Built Lightning Web Components (LWC) and OmniStudio guided flows to enhance user experience. Designed and deployed API-based integrations with SIS, LMS, and HR systems using MuleSoft and REST APIs. Created complex business logic through Apex triggers, schedulers, and batch jobs for process automation. Managed offshore teams, reviewed code, and ensured alignment with Salesforce best practices and security standards. Collaborated closely with stakeholders to translate institutional goals into scalable Salesforce solutions.

INDUSTRIES: Education, Financial

TECHNICAL SKILLS

• Salesforce	5 years & 5 months
• service cloud	5 years
• Visualforce	5 years
• Salesforce Flows & Process Automation	5 years
• Apex Programming	5 years
• Salesforce Configuration	5 years
• Rest API	4 years
• Salesforce Education cloud	3 years
• Mulesoft	3 years
• EDA	3 years

SOFT SKILLS

Critical thinking

PROJECT DETAILS

• Salesforce Education Cloud

Project Description: Implemented Salesforce Education Cloud to streamline the complete admissions to enrollment process for a global university with over 25,000 active students. The objective was to unify student recruitment data, application workflows, and enrollment insights under one platform. The solution involved setting up Education Data Architecture (EDA), customizing Flows for application review and admission decisions, and developing Experience Cloud portals for applicants and faculty. Integrated external Student Information Systems (SIS) to synchronize applicant status, course selection, and tuition fee details in real time. Designed a robust security model to comply with FERPA and institutional privacy policies.

Responsibilities: Configured EDA data model to manage Program Enrollments, Academic Sessions, and Student Relationships. Built automation flows for application reviews, counselor assignments, and offer letter generation. Developed Experience Cloud portals using LWC for applicants to submit documents and track progress. Integrated Salesforce with SIS and ERP systems via REST API and MuleSoft orchestration layer. Created dashboards in Tableau CRM for tracking application trends, counselor performance, and enrollment ratios. Conducted UAT sessions, faculty onboarding, and user training to ensure adoption across departments.

Technologies: Salesforce Education Cloud, EDA, Flow Builder, MuleSoft, LWC, Tableau CRM, REST APIs, APEX

Industry: Education

• Student Success & Advising Platform

Project Description: Developed a Student Success and Academic Advising module on Salesforce Education Cloud to monitor academic progress and automate advising workflows. The system allowed advisors to track attendance, grades, and student well-being while maintaining confidential notes and escalation paths. Designed OmniStudio guided flows and dynamic Lightning record pages to simplify the advisor experience. Integrated external learning platforms using REST APIs to fetch student performance metrics. Configured email alerts, task reminders, and case escalation rules to improve counselor responsiveness and student retention rates.

Responsibilities: Defined student journey stages and configured EDA relationships for tracking academic progress. Created Flow-based advising sessions with dynamic recommendations for struggling students. Integrated LMS APIs to import student grades, attendance, and behavior metrics into Salesforce. Designed advisor dashboards in Tableau CRM to visualize retention and risk factors. Built secure Experience Cloud advisor portal with access control for faculty and counselors. Automated follow-up cases and notifications for students below defined academic thresholds.

Technologies: Salesforce Education Cloud, EDA, Flow Builder, OmniStudio, Tableau CRM, LWC, REST API

Industry: Education

• Salesforce Integration Project

Project Description: Architected and delivered a robust integration framework connecting Salesforce Education Cloud with multiple third-party systems, including Student Information System (SIS), Learning Management System (LMS), and Financial Aid Portal. The goal was to eliminate data silos and automate key lifecycle updates such as student enrollments, course completions, financial aid status, and alumni transitions. Built custom Apex REST endpoints and MuleSoft flows for two-way synchronization. Deployed monitoring mechanisms to track API performance and ensure data consistency across systems.

Responsibilities: Designed integration blueprints and data transformation logic for SIS Salesforce sync. Developed Apex REST services and MuleSoft flows for enrollment and grade updates. Implemented middleware-based retry and error handling to ensure transactional integrity. Automated financial aid status updates and reminders using Flows and email templates. Created dashboards in Tableau CRM for data sync validation and reconciliation. Collaborated with IT and registrar teams for testing, rollout, and ongoing maintenance

Technologies: Salesforce Education Cloud, MuleSoft, REST APIs, APEX, LWC, Tableau CRM, Integration Middleware

Industry: Financial

EDUCATION

• Masters degree in Master of Science in Computer Science and Informatics from Indus University — 2017 - 2019

LANGUAGES

• English - advanced

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