

Kushal Sharan

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Profile Summary

Salesforce-certified developer with expertise in OmniStudio suite, Lightning Web Components (LWC), and Apex, delivering scalable solutions for public sector clients. Proven ability of building successful Salesforce integrations with platforms like AWS and ArcGIS.

Proactive problem solver who enhances team efficiency by developing custom utilities, optimizing data management processes, and delivering high-quality code within timelines.

AI enthusiast and innovator, actively exploring Generative AI and embedding it into Salesforce solutions through POCs, hackathons, and seamless integrations to improve user experience and reduce manual effort.

Technical Skills

User Interface: OmniScripts, FlexCards, Lightning Web Components (LWC), Lightning Screen Flows, Validation rules, Page layouts, Lightning App Builder

Server: Apex, Integration Procedures, DataRaptors, Lightning Record Triggered Flows, HTTP Callouts, REST APIs, Prompt Engineering, SOQL

Developer Tools: Azure DevOps, JIRA, Vlocity Build Tool(VBT), Git, PostMan

Work Experience

Deloitte Consulting
Kolkata, West Bengal

Nov 2022 – Present

Analyst(L2) – Salesforce OmniStudio Developer (Aug 2023 – Present)

- Served as a Salesforce/Vlocity resource for a public sector client, specializing in OmniStudio tools, Experience Cloud, and integrating Salesforce with multiple external systems, including GIS system for bulk data management and ECM middleware integration for document handling.
- Maintained smooth outbound integrations and ensured reliability across connected systems.
- Designed and developed new features, migrated SFDX and Vlocity components, and prepared unit test documentation to maintain high standards of quality.
- Fixed recurring issues, including permissions, data integrity, business logic, and deployment challenges.
- Built an OmniScript-based utility for the testing team to address Salesforce org storage issues caused by continuous data load. The utility allowed them to clear unwanted data (error logs, test artifacts) with a single button click every 2 hours, reducing manual intervention and enhancing efficiency.
- Created a typeahead search utility in OmniStudio to improve navigation for developers working with FlexCards. This utility allowed faster access to specific FlexCards by typing the name, bypassing the standard list view that was slow when there are too many flexcards causing the browser's tab to crash.
- Optimized performance for large datasets by implementing communication across related and unrelated screen components, server calls, and efficient code practices.
- Created reusable OmniScripts and Integration Procedures, adhering to best practices for scalability and maintainability.
- Assisted the DevOps team by troubleshooting pipeline issues, managing back merges, and supporting environment release activities.
- Collaborated with colleagues and mentored juniors by sharing insights from past implementations to accelerate delivery timelines.
- Emphasized an Out-of-the-Box first approach using OmniStudio while customizing only when required.
- Proactively conducted POCs for AI/GenAI solutions and HTTP integrations to explore innovative capabilities.

Analyst(L1) – Salesforce Vlocity Developer (Nov 2022 – Aug 2023)

- Part of an asset/product team specializing in building accelerators, primarily focused on public sector products.
- Engaged in implementing Vlocity Insurance, customizing with LWCs and Apex.
- Analyzed requirements with product owners and managers, developed new features, and handled migration and unit testing in higher environments.
- Contributed fresh ideas, including AI-driven solutions.
- Led a proof of concept for GCP integration with Salesforce.
- Developed and integrated a document classification solution using GCP, Salesforce, and OCR to verify document authenticity.
- Documented the process and conducted demos for product owners and managers.

Personal projects

OmniScript Form Capture using Speech Recognition and Generative Intelligence | [View](#) December 2024

- Developed a demo integrating an LWC within OmniScript to capture voice input using JavaScript's SpeechRecognition API.
- Converted voice input into text and structured it alongside relevant OmniScript fields to send to a Large Language Model (LLM).
- Parsed the JSON response from the LLM and auto-populated OmniScript fields seamlessly, enhancing form completion.
- Combined OmniScript, JavaScript, and Generative AI to reduce manual effort and improve user experience with intelligent, voice-driven form automation.

reCAPTCHA Service in Salesforce | [View](#) October 2024

- Integrated Google reCAPTCHA with OmniScripts using a custom LWC to mediate communication between OmniScript and reCAPTCHA embedded as an iframe.
- Loaded reCAPTCHA's iframe content as a static resource in Salesforce for efficient management and delivery.
- Implemented a verification process where the iframe notifies the LWC upon successful reCAPTCHA completion, which then notifies OmniScript, allowing users to proceed.
- Enhanced user security and form validation by seamlessly embedding reCAPTCHA within Salesforce's OmniScript workflow.

Modal Warning on Typeahead Selection in OmniScript | [View](#) July 2024

- Dynamic Modal Interaction in OmniScript: Developed a solution where a FlexCard embedded with an OmniScript listens for typeahead selection events, triggering a flyout modal that displays a child FlexCard.
- Conditional Modal Control: Implemented logic to conditionally control the modal's visibility using a flag returned by the typeahead service, ensuring a seamless and user-specific. The solution is out of the box, no custom code required.

Spice Wise– GenAI Chat Assistant | [View](#) May 2024

- Developed a proof of concept, a GenAI powered context based chat system that relies on semantic knowledge retrieval.
- Used a combination of embeddings and completion service to design and develop a contextual chat assistant
- Built a Semantic Search System (Knowledge retrieval) in Salesforce and an UI to demonstrate the same
- Built a chatbot that semantically searches for knowledge base on user input and creates a runtime prompt for OpenAI completion service to generate answers within context
- Used test question and answer pairs relating to Indian food culture

- Proposed a solution for an internal hackathon in the firm which was designed to analyze keywords in customer reviews and then use them for generating tailored support emails.
- Built a proof of concept using Salesforce Developer edition org integrating GCP's NLP and OpenAI's completion service with a focus on out of the box integration methods and least code
- Collated feedbacks for products are analyzed for sentiments and keywords are scored based on sentiments
- Those keywords are used to generate runtime prompt for GPT to return an email with focus on keywords and their sentiments.

Certifications

- **Salesforce Certified OmniStudio Consultant (2024)**
- **Salesforce Certified OmniStudio Developer (2023)**
- **Salesforce Certified Platform Developer I (2023)**
- **Salesforce Certified Administrator (2023)**
- **Salesforce Certified Associate (2023)**
- **Salesforce Certified AI Associate (2023)**

Education

ITER, Siksha 'O' Anusandhan University
Bachelor of Technology in Computer Science and Engineering

Bhubaneswar, Odisha
Aug. 2018 – Aug 2022

Honors, Testimonials and Recognition

- **Snapshot summary testimonial FY25 Q1**

“Kushal has consistently demonstrated a high level of reliability and excellence in his work. As a key player, Kushal consistently delivers work on or before the agreed timelines, and the quality of his code is always up to our high standards. His ability to embrace challenges and quickly turn around defects and stories significantly contributes to our team's success and efficiency. Kushal's dedication and proactivity in managing tasks has boosted our team's productivity.”

- **GreenHoodie Award (June 2024)**

“In recognition of your outstanding contributions and unwavering dedication to clients and practice success. This certificate is testament to your exemplary work and commitment to excellence in a significant impact throughout FY24. The leadership team greatly appreciates your efforts. Thank you for all that you continue to do!”

- **Snapshot summary testimonial FY24 Q4**

“Kushal is a very good resource. He is reliable and hard-working. He adds value to the team and always shows enthusiasm in picking up new stuff and exploring new features. He delivers within timelines with good code quality.”

- **Project Spotlight - Outstanding performance (April 2024)**

“Kushal's enthusiasm for AI and his proactive approach to learning, despite being relatively new to the field, are truly commendable. His ability to articulate his ideas and thoughts clearly has not only enriched our discussions but has also brought fresh perspectives to our project”

- **Snapshot summary testimonial FY24 Q3**

“Kushal is one of the best resource the team has. He is technically strong, delivers stories on time by maintaining good code quality. He is the go to person for the whole team. Apart from working on his items, he is ready to lend hand to others when in need and helped resolve many issues. He always steps up to pick any new POC.”

- **Deloitte Spot Award (Feb 2024)**

“Kushal joined our team in the middle of Sprint 2 and straightaway we gave him the MOST difficult module of the project which he delivered. Kushal is a great guy to have on team, his dedication & passion for excellence rubs off on the others around him. He has showcased to project leadership that he is a very reliable person who has the uncanny ability to take-on complex work & execute it with good quality. This award is a recognition of the work Kushal has been doing.”