

Utkarsh Jain

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Education

Purdue University | Bachelor of Science

Class of 2019

- Major in **Computer Science** with focus in **Machine Learning**

Experience

Salesforce | Software Engineer

Jan '20 - Present

Salesforce Knowledge

- Part of the Salesforce Knowledge management solution team. Responsible for delivering new features, maintaining SLAs, and supporting **7 million MAU**
- Implemented the feature to reassign multiple articles simultaneously, added guest user sharing and updated view tracking for Knowledge Articles with new Standard Sharing rules
- Enhanced reporting modules to enable better filtering and track new metrics on article usage
- Improved SQL query for article retrieval time from the database from **2.19 seconds to < 10 ms** improving end-user performance
- Resolved **over 30** customer reported issues as part of on-call role. Worked closely with Support Tier 1-3 teams and customers to investigate and fix issues in production. Also worked with DevOps for feature roll-outs and patch fixes

Collaborative Service Automation

- Part of the CSA team, developing Case Swarming for agents to create case-specific dynamic groups to invite experts and collaborate for better resolution and lower turnaround time on cases
- Accomplished Slack-Salesforce and Microsoft Teams-Salesforce pilot integration, allowing users to connect their Slack or Microsoft Teams accounts with Salesforce using OAuth and transferring data between the two systems
- Built a POC using Slack to demonstrate end-to-end flow of Swarming and validate technical feasibility and get project approval
- Developed and designed Case Swarming product Setup page for enabling the feature. Also built Case Swarming flow templates for skills-based and capacity-based routing of requests

Salesforce | Software Engineering Intern

May - Aug '19

- Worked on the next version of search platform for Salesforce Commerce Cloud
- Shipped a REST API for clients to upload product catalogs to S3 buckets using Springboot in Java
- Built catalog ingestion pipeline using SQS to extract and validate uploaded catalog. Stored product hierarchy in DynamoDB and product attributes in Elasticsearch to make search efficient and cost effective

Purdue University | Undergrad Teaching Assistant

Jan '18 - Dec '19

- Worked as a Teaching Assistant for **5** semesters, for the following courses: Analysis of Algorithms(CS 381), Data Structures and Algorithms(CS 251), Foundation of Computer Science(CS 182), CS Tools(CS 192)

USAA | Software Engineering Intern

May - Aug '18

- Worked on health monitoring system for Data Analytics Insights Platform for USAA
- Developed PoC using Apache Flink and Apache Kafka to use compute metrics from beat agents and NiFi modules to stream for data processing and adding it to Hive
- Created routes to predict failures and outages using compute metrics of associated systems

Technical Skills

- Java, C, C++, JavaScript, MySQL, HTML, CSS, Android App Dev
- Springboot, Angular.JS, Node.JS, Apache Flink, Apache NiFi, Apache Kafka, Hadoop, Hive, React