Education:

Simon Fraser University, Canada   Sep 2013 – Aug 2015
Master of Science in Computing Science

Anna University, India   Aug 2008 - Mar 2012
Bachelor of Engineering in Computer Science

Skills:

Technologies: Java, JavaScript, C, C++, HTML5, CSS, React, LWC, Angular, EmpJS, Web Components
Database: SQL, PL/SQL, MongoDB, DB2
Other: REST, AJAX, XML, Spring MVC, Node, Express, Yarn, Npm, Vim, Perforce, Git

Experience:

Senior Software Engineer, In-App Guidance Platform
Salesforce.com, San Francisco   Oct 2018 – Present
- Designed and developed the *In-App Guidance Platform* to increase user engagement and user adoption by educating the users on how new features work, onboard, and train users.
- Designed and developed programmatic and declarative **In-App prompts** for customers using Salesforce, programmatically, and declaratively.
- Designed and developed **Personalization Service** which stores end user-specific customization information and preferences in order to improve the overall user experience.
- Designed and developed the Smart **In-App Contextual Help System** end-to-end for the platform.
- Designed and developed the **Prompt's Orchestration framework** for the lightning platform.

Software Engineer, App Experience
Salesforce.com, San Francisco   Sep 2016 – Sep 2018
- Designed and built the **Customizable Global Navigation** for all types of entities, along with the service to support bulk operations for all the global navigation items.
- Designed and built the **Global Focus Manager** for managing focus between all the dynamic changes. Contributed to Aura an Open Source Software (Salesforce's UI framework).
- Built the services API and added new PL/SQL logics for supporting bulk read and seen status for notification cards.
- Built the UI header component and the routing logic for Favorites.

Software Engineer, App Experience
Salesforce.com, Canada   Aug 2015 – Aug 2016
- Key player in building **Notifications Platform** in lightning using cometd/StreamingAPI.
- Contributed to the client-side streaming library for consistent polling of data.
- Built a number of reusable web components - Docked Composer, Notifications, etc..

Software Engineering Intern
Salesforce.com, Canada   May 2014 – Aug 2014
- Was a part of the Mobile Platform Team.
- Helped in Building service API for offline priming in Salesforce1 and worked on client-side data store features primarily using Java, JavaScript, and Aura. Also covered unit, functional, E2E tests for the API

Programmer Analyst Trainee
Cognizant Technology Solutions, India   Sep 2012 – May 2013
- Developed tools that supported the project in Java, COBOL, and DB2
- Collaborated with the Internal Products Team and worked with the Blue Cross Blue Shield of Minnesota

Activities & Awards:
- Conducted bootcamp classes for Salesforce new hires as SME in Java, JavaScript, and Testing best practices.
- Spot Recognition for contribution to the fire-fighting effort in bringing back NA14 (Outage for a whole day).
- Mentored interns, new-hire in the team.