

EXPERIENCE

- **Salesforce** — Software Engineering LMTS Jan 2024 – Present
 - **Platform Architecture:** Led backend architecture for Sales Coach, an AI-powered coaching platform for sales executives.
 - **AI Systems:** Designed RAG-based systems using Whisper (STT), BYOM (LLMs), and Amazon Polly (TTS).
 - **Scalable APIs:** Built low-latency APIs for real-time conversational coaching simulations and model interactions.
 - **Salesforce Go:** Built backend systems for guided setup and recommendation flows from licenses, features, and org configuration; mentored engineers on platform design.
 - **Technical Leadership:** Mentored engineers and partnered across teams to drive API adoption, architecture decisions, and delivery execution.
- **Salesforce** — Software Engineering SMTS Oct 2018 – Dec 2023
 - **PRM Enablement APIs:** Designed and built backend APIs and services for the PRM Enablement platform, used by internal teams and external customers.
 - **Real-Time Progress Updates:** Built event-driven milestone and task refresh flows using backend events and streaming/websocket channels so the UI reflects latest progress in near real time.
 - **Platform Architecture:** Designed and built the In-App Guidance platform to improve feature adoption, onboarding, and end-user education.
 - **Prompting and Contextual Help:** Developed declarative/programmatic prompts, smart contextual help, and orchestration flows across Lightning user journeys.
 - **Notifications and Leadership:** Delivered in-app/email notifications for PRM workflows and guided teams on API adoption and implementation.
- **Salesforce** — Software Engineering MTS Sep 2016 – Sep 2018
 - **Navigation Services:** Designed and built customizable global navigation for multiple entity types, including bulk-operation service APIs.
 - **Notifications and Favorites:** Built focus management, notification APIs with PL/SQL bulk read/seen logic, and header/routing support for Favorites.
- **Salesforce** — Software Engineering AMTS Aug 2015 – Aug 2016
 - **Notifications Platform:** Built core Lightning notifications capabilities using CometD/Streaming API, improved client streaming behavior, and shipped reusable UI components.
- **Salesforce** — Software Engineering Intern May 2014 – Aug 2014
 - **Mobile Platform:** Built Salesforce1 offline priming APIs and client-side data store features using Java/JavaScript/Aura, with unit, functional, and E2E test coverage.
- **Cognizant** — Programmer Analyst Trainee Sep 2012 – May 2013
 - **Internal Tools:** Developed internal tools using Java, COBOL, and DB2; collaborated with enterprise product teams.

EDUCATION

M.S. in Computing Science — Simon Fraser University, Canada Sep 2013 – Aug 2015
B.E. in Computer Science — Anna University, India Aug 2008 – Mar 2012

SKILLS

Technologies: Java, JavaScript, TypeScript, C, C++, HTML5, React, CSS, Lua
Database: SQL, PL/SQL, Postgres, MongoDB, DB2
Other: REST, RPC, Kafka, Redis, AJAX, XML, Spring MVC, Node, Perforce, Git

ACTIVITIES & AWARDS

- **Patent:** Targeting System For Web Page Components (US 11,442,754) – link
- **Patent:** Implementing A User Engagement Platform Using A Database System (US 20200097477) – link
- **Patent:** Creation and presentation of accessible targeted prompts (US 12,236,253 B2) – link
- **Community:** Conducted Salesforce bootcamps as SME in Java, JavaScript, and testing best practices
- **Recognition:** Multiple spot bonuses for top performance, execution velocity, and critical incident recovery