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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