

## EDUCATION

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- **Vellore Institute of Technology** Bhopal, IN  
*Bachelor of Technology in Computer Science; GPA: 8.62* *Jul. 2018 – Aug. 2022*
- **Symbiosis Centre for Distance Learning** Pune, India  
*PGDBA in Customer Relationship Management; GPA: 9.10* *Aug. 2024 – Aug. 2026*

## EXPERIENCE

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- **IBM** Gurugram, IN  
*Package Consultant* *Jul. 2022 – Present*
  - Architected and delivered an AI-powered, multilingual, and mobile-first banking asset on Salesforce Financial Services Cloud and Agentforce, spanning 8 capabilities across 3 languages, automating loan restructuring, dispute management, SIP tracking, and recurring payments with zero manual intervention, achieving 60% cost reduction, 70%+ call deflection, and sub-3-second response times. Integrated Salesforce Data Cloud with real-time churn risk Calculated Insights and seamless human-AI handoff via Omni-Channel routing.
  - Delivered a Field Service solution for the Energy and Utility sector, implementing Service Cloud and Field Service Lightning customizations including ERP calculations, Salesforce Mobile development, and a fully configurable Callout Management solution with 100% variable-driven automation.
  - Delivered an Experience Cloud implementation for the Education sector, developing a WCAG-compliant customer support portal using Lightning Web Components, Einstein Bots, and process automation, achieving a global accessibility ranking in the top 3% of fully accessible websites.
  - Developed and presented use-case-centric demos to Leadership for client pursuits and internal hackathons, delivering solutions across Fraud Detection in Financial Services, a Salesforce Admin Assistant, a Salesforce Code Optimizer, and a Salesforce Debugger.
  - Designed, developed, and deployed the Salesforce Practice Community, establishing a centralized organization-wide hub for learning, collaboration, and visibility into Salesforce activities.
  - Contributed to Salesforce Garage initiatives spanning Assets and Innovation, Quarterly Newsletters, and Salesforce Lab Reporting, with responsibilities across development, deployment, content creation, coordination, and maintenance.
  - Authored multiple documentations on new Salesforce release features, providing validated insights and practical examples to support the broader Salesforce community.
- **Association for Computing Machinery, VIT** Bhopal, IN  
*Chairperson* *Apr. 2021 – Mar. 2022*
  - Organised national-level hackathons, coding competitions, and fortnightly code battles while conducting workshops on core Computer Science topics, driving technical engagement across the student community.
  - Led chapter recruitment across multiple departments and coordinated guest sessions with industry professionals, providing students with structured mentorship and real-world exposure.

## CERTIFICATIONS

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- **Salesforce:** Agentforce Specialist, Experience Cloud Consultant, Sales Cloud Consultant, Platform Administrator, Platform App Builder, Platform Developer I, Platform Foundations
- **Copado:** Copado AI, Copado Robotic Testing
- **EC Council:** Certified Ethical Hacker
- **NASSCOM:** NSQF Level 7 IT-ITeS Analyst – Security Operations Centre

## AWARDS & RECOGNITIONS

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- IBM Premier Technical Contributors Award – IBM Tech 2024, IBM
- Best Young Talent 2023, Salesforce Team, IBM
- Intern Delivering Excellence 2022, iX IBM

## PROGRAMMING SKILLS

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- **Languages:** Apex, Java, JavaScript, HTML, CSS
- **Technologies:** Salesforce, Generative AI, Agentforce
- **Tools:** VS Code, Salesforce CLI, GitHub, GitHub Actions
- **Industry:** Energy & Utility, Education, Banking & Financial Services
- **Concepts:** OOP, Agile, CI/CD, WCAG Accessibility, ERP Integration