

SHARAN SUKESH

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Senior Salesforce Developer & Solution Architect | Applied Machine Learning Researcher

EDUCATION

The University of Texas at Dallas

May 2023

M.S., Information Technology and Management — Dean's Excellence Scholar | GPA: 3.8

RNS Institute of Technology

August 2016

B.E., Computer Science and Engineering

PROFESSIONAL EXPERIENCE

CG Infinity — Plano, Texas

May 2022 – Present

Senior Salesforce Developer

- Functioned as a Solution Architect, providing technical guidance and designing end-to-end Salesforce solutions for multiple features and aligning them with business objectives, leveraging both configuration and customization.
- Led a team of 5 developers to implement Lightning Web Components and Apex in conjunction with Omnistudio elements such as Omniscripts, Flex Cards, and Integration Procedures to develop guided business processes.
- Implemented an HTTP Callout framework which reduced development time by ~50%, reduced deployment time, and allowed endpoint configurations to be managed through metadata instead of code.
- Led Salesforce DevSecOps and CI/CD practice across 3 teams and implemented version control using Git to create release branches, aggregate PRs, and collaborate with the deployment team to manage releases.
- Performed code reviews and implemented Object-Oriented Programming best practices to increase system robustness and code quality, raising the SonarQube quality gate score by ~25%.

Roboqube — Bangalore, India

August 2019 – July 2020

Salesforce Developer

- Implemented a trigger framework utilizing interfaces and platform events to improve code quality.
- Worked on data migration solutions involving asynchronous Queueable and Batch Apex from the existing system to Salesforce, improving system efficiency and increasing storage capacity by 200%.
- Built a workshop and appointment management system, replacing the existing legacy system with Salesforce.
- Created resilient messaging systems using platform events to implement pub/sub event patterns and a custom error-logging framework to capture errors and ensure robust system functioning.
- Performed declarative and administrative functions such as Data and User Access Management using profiles, roles, and permission sets, in addition to working on Flows, Validation Rules, and Approval Processes.

Accenture — Bangalore, India

November 2016 – June 2019

Salesforce Application Development Analyst

- Developed reusable File Upload, Map Integration, and multi-object record-edit page components for Accenture's Lightning Component Library, increasing project productivity by 50% and reducing effort for future projects.
 - Designed Lightning Aura Components and Lightning Web Components and implemented Apex solutions for multiple large-scale projects based on Agile methodologies while following SDLC best practices.
 - Managed a team of 3 junior developers to implement Visualforce Pages, Apex Triggers, and Batch Apex, as well as system integration using REST & SOAP APIs and deployment using Apache ANT.
 - Created a branded partner and user Community portal using Community Builder and Experience Cloud.
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TECHNICAL SKILLS & CERTIFICATIONS

Certifications: Salesforce Certified Platform Developer I, Platform Developer II, JavaScript Developer I, Administrator, Sales Cloud Consultant, and App Builder.

Skills: Apex, JavaScript, SOQL, SOSL, Git, GitHub, Omnistudio, Apex Triggers, Asynchronous Apex, SQL, Salesforce APIs, Apache ANT, Python, React.js, HTML, CSS, C#.NET, jQuery.

SHARAN SUKESH

Research & Publications

RESEARCH INTERESTS

Applied machine learning for enterprise and CRM systems, with emphasis on AI governance, fairness, and equitable access; meta-learning and temporal modeling of non-stationary dynamics; neural architecture search; and unsupervised anomaly detection for identity governance.

PEER-REVIEWED PUBLICATIONS

- [1] **Deep Meta-Learning of Temporal Dynamics for Enhanced Salesforce Opportunity Forecasting.** *ICMLA 2025* • *IEEE Xplore (indexed)*.
Proposed a novel meta-learning framework for non-stationary enterprise sales forecasting, improving adaptability over static CRM prediction models.
- [2] **Optimizing Equitable Access to Opportunities within Salesforce Networks using Reinforcement Learning-Driven Graph Augmentation (GAEA).** *ICMLA 2025* • *IEEE Xplore (indexed)*.
Modeled Salesforce CRM systems as graphs and applied reinforcement learning to optimize fairness and equitable access to opportunities, providing a novel organization-reorganization method.
- [3] **Automated Neural Architecture Discovery via Evolutionary Optimization.** *AIBThings 2025* • *IEEE Xplore (indexed)*.
Introduced a novel evolutionary NAS framework using micro-genetic algorithms, balancing accuracy and model complexity; validated on the MNIST and CMAPSS benchmarks.
- [4] **Innovating CRM Workflows: Advanced Apex Integration Practices for Tailored Salesforce Solutions.** *DSISys 2025* • *Springer LNNS (indexed)*.
Proposed an Apex-driven architectural framework for secure, scalable Salesforce integrations, validated through cross-industry enterprise case studies.
- [5] **Optimized Distributed Processing of Probabilistic Data Structures Using MapReduce.** *DSISys 2025* • *Springer LNNS (indexed)*.
Designed and evaluated scalable Bloom filter construction using Hadoop and Spark with comparative performance analysis.

MANUSCRIPTS UNDER REVIEW

- [1] **Permission Anomaly Detection in Salesforce Access Graphs: A Synthetic Benchmark and a Per-Archetype Diagnostic.** *Submitted; under review*.
Introduced the first publicly described Salesforce-specific synthetic-org generator with five labeled anomaly archetypes (150 organizations across three scale personas) and benchmarked 14 unsupervised detectors. Identified and mechanistically characterized an "ensemble dilution" effect and demonstrated that domain-motivated feature engineering yielded gains an order of magnitude larger than algorithm switching.