

Koushik Bhargava

Member of Technical Staff (Software Engineer), Salesforce

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Software engineer working on agentic AI: building AI agents and the apps people use to work with them. Full-stack across React and TypeScript on the front end and Java and Spring Boot on the back end, with five years of shipping software and teaching data structures and algorithms.

EXPERIENCE

Salesforce · Member of Technical Staff (Software Engineer)

Jan 2025 – Present

Employee Service · AI agents and assistants · Dec 2025 – Present

- Worked on the architecture and high- and low-level design of an **AI assistant for employees inside Microsoft Teams** from its first stage, then built its core features in React and TypeScript: chat that streams the agent's reply over server-sent events, skills employees can schedule, and Microsoft 365 connectors.
- Wrote the design for moving the assistant's chat from its old messaging backend onto a new agent runtime (AG-UI protocol), then led the migration, replacing about 2,800 lines of integration code with less than half that.
- Built the feature that moves a company's employees off an older portal licence onto Salesforce's dedicated employee licence: profile-mapping screen, background jobs, pre-migration checks and monitoring.
- Built the front end of a **live control centre for AI agents**: fleet overview and per-session timelines streamed from the server, replacing 5-second polling.
- Wrote the identity and permissions layer of the agent runtime in Spring Boot and Spring Security, mapping Salesforce identity and org permissions to roles.
- Built the assistant's admin setup inside Salesforce and its Connect API, with an OpenAPI spec and full resource-test coverage.
- Built a **Claude skill that sets up a fully configured test org** (174 licences, permissions, settings) from one request; wrote evals for it and published it to Salesforce's internal AI expert registry.

IT Service · Slack and Microsoft Teams · Jan – Dec 2025

- Built admin setup and notification flows for Salesforce's Slack and Microsoft Teams integrations, and the asset-discovery screens for the CMDB.
- Fixed a caching bug in the Teams notification bot that was behind 87 failing tests, and added logging and functional tests to its runtime.

Smart Interviews · Software Developer and Instructor

Apr 2021 – Jan 2025

Promoted to SDI-2 in Dec 2022

- Built the online coding platform students practised on, on the MEAN stack.
- Built a report that pulls each student's progress from HackerRank, LeetCode, Codeforces and CodeChef into one place.
- Integrated the platform with the LeadSquared CRM, built Discord bots for channel access, and rebuilt the front end in SvelteKit and Webflow.
- Taught data structures and algorithms to engineering students and graduates.

Cuemath, Toppr, Camp K12 · Curriculum design and teaching

Jun 2020 – Apr 2021

- Wrote a coding curriculum for grades 4 to 6 at Cuemath; taught coding online at Toppr and Camp K12.

EDUCATION

St. Martin's Engineering College · B.Tech, Computer Science and Engineering

2017 – 2021

SKILLS

Languages	Java, JavaScript, TypeScript, Apex, SOQL, HTML, CSS
Frameworks	Spring Boot, React, Lightning Web Components (LWC), Node.js, Express, Angular, SvelteKit
AI	Agentic AI, AI agents, Agentforce, AG-UI protocol
Data	PostgreSQL, MongoDB
Tools and APIs	REST APIs, server-sent events, OAuth, Jest, Git, Salesforce platform, Android, Webflow