



RAGHU CHAITANYA

Lead Engineer

OBJECTIVE

Result-oriented professional with a proven record of achievement in conceiving & implementing ideas that create value for organization; targeting senior level assignments in Build & Release Management and DevOps with a reputed organization.

CONTACT



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EDUCATION

2015

B. Tech in ECE | Avanthi's St. Theresa
Institute of Engineering & Technology
(JNTUK)

CORE COMPETENCIES

Strategic
Planning

Build & Release
Management

DevOps

Database
Management

Project
Management

Salesforce

CI/CD

Deployment

Troubleshooting

Debugging

Code Review

Client
Engagements

Stakeholder
Management

People
Management



PROFILE SUMMARY

- Result-oriented IT Professional with **over 8 years** of experience in end-to-end **Release Management, DevOps, CI/CD Pipelines, and Project Management**.
- Currently working as **Lead Engineer with Brillio**.
- Gained expertise in **Copado, Flosum, Git, Jenkins**, and other DevOps tools.
- Skilled in implementing, configuring, securing, performance & load balancing, system administration, software deployment, and support of scalable cloud environment.
- Planned and coordinated software releases, ensuring that all stakeholders are informed and that releases are delivered on time and with high quality.
- Developed and maintained automated deployment pipelines using industry-standard tools (e.g., Jenkins, Git, Salesforce DX) to enable continuous integration and continuous deployment (CI/CD) for Salesforce applications.



CAREER TIMELINE

May'16 –Nov'19

HCL
Technologies,
Pvt. Ltd.,
Bangalore

Nov'19 –May'20

Dell
Technologies,
Bangalore

Nov'20 – Jun'22

Salesforce,
Hyderabad

Since Jul'22

Brillio,
Hyderabad



WORK EXPERIENCE

Since Jul'22 | Brillio, Hyderabad

Growth Path

Jul'22 - Feb'23 as Consultant ➡ Since Mar'23 as Lead Engineer

Key Result Areas:

- Managing users, profiles, roles, and permissions to ensure appropriate access and security.
- Configuring and maintaining Salesforce objects, fields, workflows, process builder, validation rules, and other declarative features to meet business needs.
- Customizing Salesforce reports and dashboards to provide actionable insights and support decision-making.
- Monitoring and maintaining the quality and integrity of Salesforce data.
- Performing regular data cleanup activities to ensure accurate and reliable data.
- Assisting in training users on Salesforce best practices to maximize platform adoption and efficiency.
- Planning and executing scheduled releases across multiple Salesforce instances, ensuring minimal disruption to users.
- Conducting Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews to ensure successful deployments.
- Maintaining consistency between Salesforce sandbox environments (Development, QA, UAT, Production, and Hotfix).
- Ensuring sandboxes are functional and ready for use after deployments and Salesforce releases, performing necessary pre/post-deployment steps.
- Documenting Salesforce configurations, processes, and procedures to maintain a clear and comprehensive record.

CERTIFICATIONS

- Copado Fundamental 1 & 2
- Flosum Expert & Professional

TECHNICAL SKILLS

- DevOps Tools:** Copado, Flosum, Git, Gerrit, Jenkins, Maven, Ant, Shell Scripting
- CRM :** Salesforce
- Version Control:** Git, Subversion
- Configuration Management:** Ansible
- CI/CD Tools:** Jenkins, AnthillPro, Bamboo
- Application Servers:** Apache Tomcat, JBoss
- Code Review Tools:** SonarQube
- Issue Tracking Tools:** Jira, ServiceNow, ServiceDesk
- Atlassian Tools:** Confluence, Bitbucket, FishEye, Crucible
- Databases:** SQL Server, Oracle
- Operating Systems:** Linux, Windows

SOFT SKILLS

- Communication
- Planning
- Decision Making
- Leadership
- Problem Solving

PERSONAL DETAILS

- Date of Birth:** 22nd April 1994
- Languages:** English, Telugu, & Hindi
- Address:** Hyderabad

- Maintaining and administering version control systems (e.g., Git), including branching, merging, and tagging strategies.
- Managing Google Managed Services projects as a Release Engineer.
- Providing support to other Copado and Flosum users.
- Managing end-to-end onboarding and offboarding of projects in Copado and Flosum.

Highlights:

- Set up CI/CD pipelines and environments from scratch using Copado and Flosum for Google Managed Services projects.
- Coordinated branching and merging strategies with development and QA teams.
- Ensured seamless code delivery throughout the development lifecycle by developing and maintaining Copado, Flosum pipelines, and Git repositories.
- Provided support to other teams using Copado and Flosum, ensuring consistency in metadata across environments.
- Acted as the single point of contact for planning, coordinating, and overseeing releases, patches, and emergency changes for assigned projects.

Nov'20 - Jun'22 | Salesforce, Hyderabad | Release Manager

Key Result Areas:

- Developed and maintained automated build scripts and tools to streamline the build process.
- Managed Salesforce enterprise IT project releases and regular Keep-the-Light-On (KLO) releases.
- Led and collaborated with cross-functional teams to deliver high-quality releases.
- Reporting & Dashboards: Develop and maintain reports and dashboards to provide actionable insights to stakeholders.
- Integration: Manage and maintain integrations between Salesforce and other systems using APIs and middleware tools.
- Collaborated with development teams to review and approve change requests, ensuring compliance with established policies and procedures.

Highlights:

- Successfully managed the releases of the Legal Denied Party (LDP) & Appstore application on Salesforce.
- Proactively identified and mitigated release risks, ensuring high-quality deployments.

Nov'19 - May'20 | Dell Technologies | Bangalore | Atlassian Tools Stack Support & Release Engineering

Key Result Areas:

- Provided comprehensive technical support for Atlassian tools (Jira, Confluence, Bitbucket).
- Administered and maintained Jira, Confluence, and Hipchat.
- Delivered end-user training on Subversion branching strategies.
- Utilized Jenkins for automating infrastructure configuration and application deployments.
- Configured and customized Jira projects, workflows, permissions, and integrations.

Highlights:

- Successfully provided L1 & L2 support for Atlassian Tools (Jira, Confluence, Bitbucket) to over **10,000 users**, resolving technical issues related to user management, workflows, and permissions.
- Enhanced software quality by creating Sonar reports for non-production environments, ensuring high-quality code deployments to production.
- Increased deployment efficiency by utilizing Jenkins for automated infrastructure configuration and application deployments.
- Boosted user productivity by implementing custom workflows, fields, and permission schemes in **Jira and Confluence**.
- Enhanced project management and reporting capabilities by creating custom dashboards and reports in Jira.



PREVIOUS EXPERIENCE

May'16 - Nov'19 | HCL Technologies, Pvt. Ltd., Bangalore | DevOps Engineer

Highlights:

- Streamlined DevOps processes for the DMS project, enabling efficient multi-environment releases for Tullett Prebon.
- Implemented branching strategies for efficient code management.
- Automated build and deployment processes using **Maven, Ant, and Jenkins**.
- Migrated code repositories from Subversion to Git.
- Created continuous integration systems for faster and more reliable deployments.