

SONALI DHURJAD

Salesforce Certified Administrator | Salesforce DevOps
AutoRABIT Software Pvt.Ltd

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WORK SUMMARY

- Currently associated as Salesforce DevOps Engineer with AutoRABIT - A product-based company for DevOps for Salesforce | Continuous Integration & Continuous Deployment | Metadata Aware DevOps for Salesforce Release Management. Previously associated as Salesforce Admin with Zensar Technologies and Project Intern at Winjit Technologies.
- Salesforce certified Admin with 2+ years of experience in IT industry with expertise in Salesforce Release management, Deployments, Version Control, CI /CD, SFDX, Workbench, SFDC & AutoRABIT Administration with agile work methodology.
- Proficiency and hands-on experience with deployments using SFDX and Salesforce CLI, SFDC Metadata API, Git, GitHub Bitbucket, Confluence, JIRA ALM mapping, Scratch org, Sandboxes and DevHub management, Builds and Package creation.
- Experience in performing SFDC administrative tasks like user management, customization, troubleshooting and configuration. Proven experience in working in a client support environment ideally with customer facing exposure across APAJ, EMEAR and US regions.
- Team player with strong verbal and written communication, networking, team building and presentation skills. Possess excellent problem-solving and client-facing skills.

SALESFORCE DEVOPS - AUTORABIT

JUNE 2020 – PRESENT

SALESFORCE DEVOPS AND RELEASE MANAGEMENT

AutoRABIT delivers the fastest CI/CD solution for Salesforce that helps Salesforce developers, admins, analysts, and release managers with ready-to-use version control, deployment, testing, data loading and sandbox management.

MODULES: Version Control, CI Jobs, Deployments, NCino, SFDX, TAF and Env Provisioning, Data loader, Admin & Profile.

- Worked with and provided Enterprise Level DevOps support to Salesforce Developers, Release Managers, Solution Architects, DevOps team of major enterprise customers like Wells Fargo, Accenture, Anthem, Coca Cola, Intuit, Natixis, Qantas, Schneider Electric, Baxter International, CapitalOne, Jefferies, Merck, Freddie Mac, Deloitte, Capgemini, Ncino, Judo Bank, Qlik, Alcon, Aligntech and multiple shared Instance users.
- Identifying bugs in the product and user story creations on JIRA systems related to Hotfixes and new features.
- Troubleshooting and analysis of Salesforce deployment errors, replicating them in test instances and providing solutions to developers for resolving them.
- Provided best practices for deploying picklists, process builders, workflows, roles, objects, permissions sets, profiles, layouts, Email templates etc. to developers and release managers.
- Hands on experience in performing commits, merges and pull requests on Salesforce metadata files, packages on GitHub and Bitbucket repositories.
- Creation of build packages and continuous integration Jobs via from SFDX and Non-SFDX branches.
- Performed deployment using AutoRABIT builds, package XML files, Metadata zip files, Version Control, Single and multiple commit revision ranges and unlocked packages.

PROFESSIONAL PROJECTS – ZENSAR (OCTOBER 2018 – MAY 2020)

APRIL 2020 – MAY 2020

LOAN APPLICATION PORTAL, AL-RAYAN BANK, UK

This is an automatic loan approval functionality implemented using Salesforce Lightning in existing website of Al-Rayan Bank for tracking the application status of new and existing customers online. It consists of Customer Self-service portal and Broker portal.

DOMAIN: Banking.

TECHNOLOGY: Service cloud, Community Cloud, Lightning Aura Framework.

- Worked on User registration and Profile configuration module.
- Implemented the auto – loan approval functionality using approvals and process builder.
- Integrated Clicksend API with Salesforce to send automatic SMS alerts.
- Implemented the auto Email alert for loan status change.
- Worked on Embedded Live chat module between bank agent and customer.

JUNE 2019 – MARCH 2020

VIRTUAL DATA CENTER, CISCO

Virtual Data Center have evolved from rudimentary stand-alone operations deployed over a single channel to multi-channel, multi-function units for handling customer relationship management.

DOMAIN: Sales, Service and Marketing.

TECHNOLOGY: Salesforce Service and Sales Cloud.

- Created & modified pre-chat enquiry forms as per requirement.
- Worked on chat user creation, permission sets and profile management.
- Worked on creation, assignment of chat skills and chat agent configuration.
- Worked on chat routing, configuration, testing and branding.
- Worked on Lead Reports, Supervisor Callback Reports and Dashboard.

OCTOBER 2018 – MAY 2019

RECURRING REVENUE 2000, CISCO

The Recurring Revenue is a part of Cisco's Renewal Management Planning operations to provide clean Install Base to the customer as well as creating opportunities in Salesforce.com for contract renewals.

DOMAIN: Pre-sales and Asset Management.

TECHNOLOGY: Java, Oracle SQL/PLSQL and Microsoft Excel/VBA.

- Created SQL/PLSQL queries to fetch accounts data from Install Base database.
- Worked on development of daily status tracker application using Java and SQL.
- Generated presales Quotes and configured CISCO products using CCW-R.
- Documented CCW-R Error Resolution Guide to resolve 500+ CCW-R errors associated with site creation, pricing, contract renewals, MACD Operations, quoting and contract coverage issues.

FINAL YEAR PROJECT & INTERNSHIP

JULY 2017 – APRIL 2018

BABY CARE MOBILE APP, WINJIT TECHNOLOGIES

Baby care is Winjit's mobile application product that provided features like Reminders, Daily Diary, Baby book, Vaccination charts and Health Library that will assist in smart parenting.

DOMAIN: Mobile Application development.

TECHNOLOGY: Ionic 3 framework, HTML, CSS, JavaScript, Python Rest API, Mongo dB.

- Developed Homepage, Reminder and Gallery module.
- Worked on REST API's using Python flask.
- Wireframe designing and implementation.
- Requirement gathering and analysis.

CERTIFICATION

- Salesforce Certified Administrator - Issued July 2019
- Version Control with Git - By Atlassian issued September 2020

EDUCATION

- B.E, Computer engineering [2014-2018] from Savitribai Phule Pune University.
- HSC, KTHM College Nashik – 77 %
- SSC, Devlali High School Nashik – 90 %

ACTIVITIES & ACHIEVEMENTS

- Associate Journalist of the Year Premium Award – 2019.
- Delivery Excellence Team Award in Zensar Annual Awards – 2019.
- President – Toastmasters Club of Zensar – January 2020 to April 2020.
- Vice President Education – Toastmasters Club of Zensar – July 2019 to December 2019.
- Organization level Event Volunteer – Eunoia Season 3.
- CSR Volunteer – Zensar I RPG Foundation.
- Hosted 30-day Online MahaWiki Coding Contest - 2019.

PERSONAL DETAILS

- **Date of Birth** : April 1, 1997
- **Blood Group** : O+
- **Permanent Address** : Chandrakamal Niwas, Dhurjad mala, Lam road, Devlali Camp, Nashik - 422401
- **Nationality** : INDIAN
- **Language** : English, Hindi, Marathi
- **Hobbies** : Writing quotes, Trekking.