

Gouri HN

Salesforce Devops Engineer

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📍 Bangalore



SKILLS

- Knowledge in programming languages like C, C++ and PYTHON (basics)
- Knowledge of MySQL
- Worked on Ubuntu 20.04 for DHC Projects
- CRM applications: Salesforce.com, Service cloud
- Salesforce plugins : Salesforce CLI
- Cloud Technologies: Azure Devops, SaaS
- Operating systems: Microsoft windows, Linux
- IDE's: VS code



PROFILE

- Seasoned Salesforce DevOps engineer with experience in Customer relationship management.
- Skilled in the creation of custom objects and custom fields.
- Hands-on experience in user access management and incidents.
- Hands-on experience in the new salesforce version, Lightning.
- Knowledge of validation rules, permission sets, Reports, dashboards, and workflows.
- Hands-on experience in manual testing-based SaaS applications.
- I am always eager to expand my skill set and embrace new technologies, demonstrating a proactive approach to professional growth and technological advancement.



PROFESSIONAL EXPERIENCE

Shell India Pvt Ltd

Salesforce Devops Engineer/Software Engineer

11/2022 – present | Bangalore, India

Project Name: HROL (HR Online Website)

HROL is a service cloud-based in-house application.

- Participated in sprint planning, provided work estimates to deliver product stories, owns development stories.
- Developed customized solutions within the salesforce platform to support critical business functions and meet project objectives, client requirements, and company goals.
- Knowledge of SDLC (Software Development life cycle).
- Manage incidents and outages within the salesforce platform handle production support in general and coordinate with salesforce support to enable features and resolve sandbox /production issues.
- Created custom page layouts, and search layouts to organize fields, custom fields, related lists, and other components on record pages.
- Designed custom formula fields, Validation rules, Dependent fields, workflow rules, and email generation using process builder.
- Worked on custom fields and custom objects.
- Knowledge of master-detail relationships, lookup relationships, page layouts, dashboards, and reports.
- Responsible for all the activities related to Data loader, and workbench data in CSV files into salesforce org while checking the correctness, format, and quality of the entered data.
- Used GitHub as a code repository using Visual Studio with Salesforce CLI, for development and development activities.

- Used agile methodology and sprint cycles to break down projects into different phases and to effectively accomplish all project goals systematically.
- Experience in technical support to end users and troubleshoot issues as they arise.
- Good knowledge and hands-on experience in the new salesforce version, Lightning.
- Knowledge of creating users, roles, public groups, role hierarchies, sharing rules, and record-level permissions to share access among different users.
- Created and configured new users and permissions respectively. Assigned different profiles to users as per the requirement to perform their duties.

Dell International Services Pvt Ltd.

Software Engineer

08/2021 – 09/2022 | Bangalore, India

Project Name: DHC (Dell Hybrid Client)

Dell Hybrid Client is a desktop solution by Dell that follows the Software-as-a-Service (SaaS) model of software delivery. It provides a hybrid operating environment that enables end-users to access virtual, cloud, or local applications and resources seamlessly. It encompasses the cloud and storage aggregation for maintaining security and simplicity.

- Experience in testing Cloud Applications and Desktops like Azure, GCP applications like Citrix, VMware, and RDP for Testing.
- Good exposure to requirements understanding, Analyzing, and Writing Test cases.
- Proficient in Executing Test cases and generating Defect Reports in the Jira tool.
- Hands-on experience in Ubuntu, for Testing various configurations manually and automation for a few of the projects.
- Three Successful releases at Dell
- Hands-on experience in testing configurations and applications across various platforms, and preparing test beds, and it is used to give access to clients to work from remote places.
- Worked on Single Application Mode Feature for DHC, used for Banking and online Exams, etc.
- Used Wyse Management suite for configuration and product usage for Clients.

EDUCATION

Bachelor of Engineering

K S School of Engineering and Management

CERTIFICATES

- Completed 20 Certification Courses like Dell Wyse Management Suite, Wyse Dell hybrid client, Dell Lab, Standard, etc., within Dell.
- Salesforce Trailhead modules --> Double ranger badge
- Hackathon participation certificate in Shell