

VARUN KUMAR D.

Salesforce (Cloud) and DevOps Engineering – TECHNICAL ANALYST

Location Preference: Hyderabad / Bangalore / Pune

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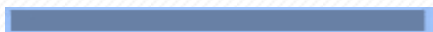
Profile Summary

- ❖ A competence IT professional with **over 6 years of experience** including **over 3 years in Salesforce (CRM)** - Development, Administration, Configuration, and Implementation and **over 3 years in DevOps Tools** – Build & Release Engineering, Release Management, and Source Code Systems Administration
- ❖ Skilled in demonstrating intuitiveness to **convert the complex business problems into simple technological solutions** and ensuring compliance with KPI and project deliverables
- ❖ Excels in set-up of production support, DevOps, SCM, build & release engineering, CD/CI process, release management, UAT & business rules from initiation
- ❖ **Adept in Salesforce Out of the Box Configuration** – Solution Design, Entity Relationship, Workflows, Approvals, Automation, Account Management, Reports, and Security Model
- ❖ Insightful knowledge & experience in leveraging **Agile, Scrum and Waterfall methodologies** to ensure the delivery is done in sustainable, predictable way with good quality
- ❖ Strong ability to scope, architect, conduct requirement sessions and assist in technical architecture in a Business Process Review
- ❖ Time and project management skills, with the capability to prioritize and multitask as needed
- ❖ Troubleshooting and root cause analysis skills, along with excellent problem solving skills

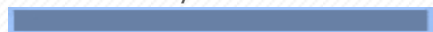


Core Competencies

Salesforce Administration



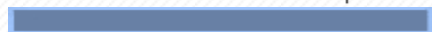
Service delivery



Project Management



Solution Architecture - DevOps



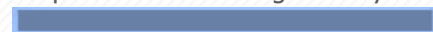
SDLC and SFDC



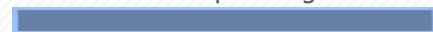
Process Enhancement



Requirement Gathering & Analysis



Client Relationship Management



MIS & Reporting



Soft Skill



Education



B.Tech. from Samskruti College of Engineering, JNT UH

12th from Andhra Pradesh Board



Certifications

- ❖ Salesforce Certified Administrator
- ❖ Salesforce Certified Platform Developer



Career Timeline (Latest)

2020 – Present

Matrix Care
India Pvt. Ltd.,
Chennai, India

2020 – 2020

Virtusa
Consulting Pvt.
Ltd., Bangalore

2018 – 2020

Sonata Software
India Pvt. Ltd.,
Bangalore, India

SFDC Technologies:	Standard Objects, Workflow & Approvals, Apex Classes / Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE
Languages:	APEX, Visualforce, JavaScript
Tools & Technologies:	Force.com Data Loader, Force.com Platform (Sandbox and Production), Devops (Git, Jenkins, Maven, Artifactory, AWS)
Operating systems:	Windows 98/NT/XP/Vista/7/8, Windows CE, Linux
Others:	

- ❖ High level of proficiency in Salesforce.com administrative tasks such as creating user profiles, roles, custom objects, custom fields, page layouts, workflow rules, validation rules, reports, and dashboards
- ❖ Knowledge on salesforce lightning programming and lightning UI
- ❖ Formulating Apex classes using other platform based technologies like Visual force, Force.com IDE
- ❖ Optimization of existing code in accordance to the Governor Limits
- ❖ Using standard and custom controllers of Visual Force in development of custom Salesforce pages
- ❖ Leveraging declarative features like validation rules, workflows, approval process, dynamic approval process, and sharing rules automation
- ❖ Contributing in Automation of business process using Workflow Rules and Approval Process for automated alerts, field updates and email generation according to requirement
- ❖ Knowledge in the Salesforce Metadata objects and relationships
- ❖ Experience in using Maven as a build tool for building deployable artifacts (WAR & JAR) from source code
- ❖ Worked with Version Control Systems like GIT
- ❖ Experience in setting up the Maven build scripts for JAVA and J2EE applications
- ❖ Extensive experience on Jenkins, Ansible, Gitlab for continuous integration and end-to -end automation for all build and deployments

Work Experience

Jun' 2020 – Present with Matrix Care India Pvt. Ltd., Chennai, India as Devops Engineer

Jan' 2020 – Jun' 2020 with Virtusa Consulting Pvt. Ltd., Bangalore as Technology Consultant

Nov' 2018 – Jan' 2020 with Sonata Software India Pvt. Ltd., Bangalore, India as Senior System Analyst
Client: DXC Technology (Uniper), Germany

Jun' 2014 – Oct' 2018 with Alp Consulting Pvt. Ltd., Bangalore, India as Associate Manager
Client: Capillary Technologies, India

Key Result Areas:

- ❖ Working as a key subject matter expert on complex and/or critical business issues and processes with emphasis on Salesforce.com and DevOps
- ❖ Functioning as primary system administrator; handling all basic administrative functions including user account maintenance, reports and dashboards, workflows, and other routine tasks
- ❖ Engaging stakeholders to understand desired business outcomes, defining success criteria, and analyzing/refining functional and business requirements
- ❖ Developing User Stories and To-Be Process Flows to support the design & development of Salesforce solutions for clients; formulating Business Requirement Document and Functional Requirement Document
- ❖ Leading solution design-review, and POC demonstration sessions, with key stakeholders to confirm alignment and secure sign-off
- ❖ Actively driving the overall implementation of resulting solutions, including coordinating custom development work when needed (full SDLC)
- ❖ Creating/changing screen layouts, metadata, fields, profiles, and business rules (validations and workflow) to support business requirements
- ❖ Performing analysis, administration, troubleshooting, testing, software and data environment refreshes as needed
- ❖ Assist in training of new users, and grow the Salesforce skill set across the team
- ❖ Partnering with Salesforce Solutions & Implementations on CI/CD pipeline
- ❖ Designing reports, dashboards, and business process automation by means of configuration/ point-and-click tools available in Salesforce
- ❖ Managing data migration using Apex Data Loader - experience in performing mass uploads and updates of data as required
- ❖ Managing the development & operations support for change, configuration management, build automation and release engineering
- ❖ Ensuring successful implementation of CD/CI process in all the projects

- ❖ Devising streams, branches, automated builds, change packaging and release strategies for different SDLC-natured projects
- ❖ Administering build, release, & automate application/environmental changes to DEV, UAT & Production Environments
- ❖ Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
- ❖ Contributing in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand
- ❖ Creating and deploying several reports for different user profiles based on the need in the organization
- ❖ Designing various types of email templates for auto response to customers

Highlights:

- ❖ Received a Best employee Certificate from client/Customer for managing a team and providing the best service to the customer
- ❖ Met deadlines & Turnaround Time (TAT) without compromising quality and adhering to Service Level Agreements (SLA); supervised delivery; provided prompt support
- ❖ Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities
- ❖ Recognized & appreciated for showcasing below skills consistently:
 - Teamwork: Supporting others' ideas and approaches
 - Ownership & Accountability: Being willing to step into roles others don't want
 - Positive & collaborative Attitude: Responsive attitude toward colleagues and managers



Personal Details

Date of Birth: 11th September 1990
Languages Known: English, Hindi and Telugu
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