

PALLINTI RAVI KISHORE

Phone: 8074921060

Email: ravikishorep402@gmail.com

Professional Summary:

- Having nearly 4 years of professional experience as a **Salesforce DevOps Engineer**.
- Strong Knowledge in Salesforce Administration and Customization, Gearset, Git, Bitbucket, Data Validation, Sales, Marketing, Customer Service, and Support Development team.
- Strong knowledge with Gearset tool, implemented CI/CD for multiple customers across the globe
- Hands-on Experience in creating Custom Objects, Custom Fields, Page layouts, Custom Tabs, Reports, and various other components as per the client and application requirements.
- Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports, and Dashboards.
- Good Knowledge in handling the project releases in between the salesforce seasonal releases.
- Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions, and Approval Processes.
- Good understanding of Salesforce.com Governor Limits with an ability to optimize code performance.
- Thorough understanding and good experience on Data Loader, Workbench.
- Good Knowledge on salesforce sandbox creation/refresh/clone activities.
- Extensive experience working in an Agile development environment.
- Experienced in using confluence and JIRA tools.
- A team player with effective interpersonal and communication skills, adept at building productive relationships and building rapport with a diverse set of individuals.

Education Details

Bachelor of Technology – Jawaharlal Nehru Technological University 2019

Technical skills:

SFDC Tools : Apex Data Loader, Data Loader.io, Workbench, CopadoPMD, AutoRabit Ante Migrations .

Other Tools : Bitbucket, Git, Jira, Gearset.

SFDC Technologies: Force.com platform, Sales & Service Cloud, Custom Objects, Inbound Email Services, Change sets, Schema Builder, Salesforce-to-Salesforce, Workflow & Approvals, Validation Rules, S-Controls, Reports, Dashboards, Data.com, Custom Report types.

Professional Experience

- **AITURISTIC SOFTWARE PRIVATE LIMITED**, Bangalore NOV' 2019 to Till Date.

Experience Summary

1. **Role:** Salesforce DevOps Engineer (SEP'2020- Till Date)

Responsibilities:

- Resolving build issues in a timely manner to make sure no effect on releases.
- Keep tracking of bugs for each delivery, by fixing them in the next release.
- Experience on resolving code conflicts and able to understand XML & pipeline code.
- Coordinating with the global team for release activities planning ensures to collect all the info from the implantation team.
- Involved in preparing the requirement document as per client requirement with customers to gather the DevOps requirement and configure CI/CD with Gearset DevOps tool.
- Integrate ALM tools and Code versioning repositories with Gearset.
- Supporting the sprint teams on their deployment issues.
- Maintaining all the release plans and support accordingly.
- Creating and refreshing the sandboxes based on the requirement.
- Supporting feature teams during SIT, UAT, PreProd and Production phases
- Handling SSO issues, Integration handshake-out issues
- Data Migration through Apex Data Loader, workbench and dataloader.io
- Experience on using SourceTree tools while picking the code from development to stage.
- Deploying components from one Instance to another.
- Provide persona-based role-based training for the client teams on Gearset features
- Analyzed and worked on the issues raised by clients and provided the solutions.
- Troubleshoot any problems arises during the deployment process
- Built various Proof of Concepts (PoCs) to define the DevOps process according to client requirements and prepared the documentation on the overall implementation.
- Provided Deployment support in committing, promoting, back promoting, and deploying the User Stories to keep all the environments in sync.
- Experience on git, Bitbucket and SourceTree tools.
- Preparing continuous deployments as part of an agile methodology.
- Monitoring SFDC updates and notifying the team on release days to perform sanity tests on production applications.

- After every stage build's perform high-level checks on all applications to ensure access to the sites for the testing team.
- Preparing the Documentation for all build & release information.

2.Role: Salesforce Administrator (NOV'19-SEP'20)

Responsibilities:

- Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects, and Custom Objects.
- Interact with various business team members to gather the requirements and document the requirements.
- Performed salesforce.com configuration activities Creating Users, Roles, Profiles, Permission sets, Public Groups, and Queues.
- Implemented Workflow rules, Approval process, and its associated actions like Creating tasks, Email Alerts, and Field updates.
- Developed complex validation rules, Formula fields and established many-to-many relationships using junction objects.
- Created record types and assigned Page Layouts based on the profile to the record type.
- Provide overall administrative support to the sales department.
- Set up the approval process for Opportunity and design communication templates to direct the response to appropriate users.
- Migrating data from the accounting system into Salesforce.
- Worked on Agile and Scrum methodology for salesforce custom app implementation.
- Developed custom Reports and Dashboards on-demand as requested by the business.
- Maintenance of the application includes:
 - Regular updates to the Application to match with the industry standards
 - Regular monitoring and survey of Client Support and Maintenance
 - Regular addition of new improvements to the application to remain in the competition

Declaration

I hereby declare that the above-mentioned information is correct to the best of my knowledge.

Ravi Kishore. P

