

SHIBIN S

PERSONAL INFORMATION

Nationality: Indian

Current location: Bangalore

Permanent Address: Thekkekara House, Kottayi Post, Palakkad, Kerala 678572

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CAREER OBJECTIVE

To work as a professional in a highly innovative firm that utilizes my skills and abilities effectively, from which I can develop my skills to make them more precise.

PROFESSIONAL EXPERIENCE

JAN 2020-
Present
Bangalore India

Tata Consultancy Services

Designation: System engineer

Role: **Salesforce Admin/DevOps Engineer**

Project Client: Thomson Reuters /Refinitiv/LSEG (London Stock Exchange Group)

Main Responsibilities & Contributions:

- I am having strong knowledge of **Salesforce DevOps, Administration**, Data Validation, Sales, Marketing, Customer service, and supports Development Team.
- Played vital role in **Copado Release management** for monthly releases of various projects in salesforce CRM, ServiceNow ticket management, Change management and deployment of user stories by Copado in QA, UAT, PPE and Prod orgs in **DevOps** model.
- Customization of profiles, permission sets, public groups, roles, role hierarchy, license management, field-level security, record types, queues, reports, dashboards, and identification of bugs.
- Worked on Sales Cloud & Service Cloud. Played vital role in deployments of thousands of Metadata user stories and manual deployments in salesforce using Copado.
- Worked on Custom objects, Static resources, Page layouts, Flows, Process Builders, Workflow, Validation rules, Custom settings, Custom labels, IP whitelisting, salesforce release updates, data migration, etc.
- Worked on various salesforce CPQ and non CPQ applications such as Docusign e-signature, Docusign CLM, SmartCOMM, Trust commissions.
- Experienced in **source control, back promotion, CI/CD pipelines**.

- Worked on Workflow Rules, Page Layout, Approval Requests, Tasks, Email Alerts, Field Updates, and Outbound Messages to manage the workflow & Approvals.
- Used Data Loader, Workbench, dataloader.io for Insert, Update and Bulk Import or Export data.

TECHNICAL SKILLS

- ❖ Salesforce CRM, Salesforce administrator, Salesforce Developer
- ❖ SQL, Workbench, Data loader, Visual studio code
- ❖ Advanced MS-excel, MS Office
- ❖ Basic programming (C++, Python)
- ❖ ServiceNow, Jira, Github
- ❖ Basic knowledge about Jenkins, Kubernetes and AWS

EDUCATION

2015 – 2019 Kerala, India	Mechanical Engineering B.Tech Nehru College of Engineering and Research Centre, Kerala GPA: 7.8/10
2013 – 2015 Kerala, India	Higher secondary education Science with Math Kannadi Higher secondary school, Palakkad, Kerala 95%
2012-2013 Kerala, India	SSLC State board of Kerala Kottayi High School, Palakkad, Kerala 95%

CORE QUALIFICATIONS

– SOFTWARE

Salesforce CRM
Professional

Advanced Ms-Excel
Professional

Salesforce Administrator
Professional

Salesforce Developer
Undergoing

INTERPERSONAL SKILLS

Communication Skills
Professional

Problem-solving
Professional

Teamwork
Professional

Time Management
Professional

– LANGUAGES

English
Professional

Tamil
Professional

Hindi
Professional

Malayalam
Professional

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear responsibility for the correctness of the same.

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