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| Gouthami RaoKalpagoor |

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Around 6.5 years of experience in IT industry comprising of Systems Administration and Software configuration management (SCM) includes Devops Build/Release Management, worked in multiple shared projects to collaborate, manage and streamline the development process and to achieve DevOps. Look forward to convert with organization that can greatly use my potentiality in the Corporate of Software Configuration Management, Build Management, Integration, automation, deployments, delivery of release management.

# Skills

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| --- | --- |
| * GIT (Distributed version control tool)
* Chef & Ansible (Configuration Management Tools)
* Docker (Container Based Tool)
* Jenkins (Continues Integration tool)
* Maven (Build tool)
* Salesforce Service Cloud
* PowerBI and Tableau
* Microsoft Visual Studio
* Azure DevOps Server
 | * Operating Systems: Linux, Windows, CentOS, RedHat, Solaris, Ubuntu
* Languages: SQL, Unix Shell Scripting, Ruby, Yaml, Apex
* Suites : Power Query, MS Excel, MS Word, MS PowerPoint
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# Experience

### DATES FROM MAY 2014 TO DEC 2015

## Associate / Amazon India Pvt Ltd, Hyderabad

* Worked as a Salesforce admin, Translated business processes and requirements into technical requirements and project plans. Attended meetings with key stakeholders, gathered and documented user requirements, and assisted with change management for product enhancements.
* Work with teams to develop more robust and comprehensive Salesforce solutions
* Customize databases: create new fields, workflows, page layouts and complex formulas
* Manage and monitor data integrity and security
* Develop and maintain custom reports and dashboards in Salesforce to provide business intelligence for management team
* Manage Salesforce user licenses and de-activate leavers
* Manage approval & addition of new users to SF
* Manage the user community on the system (e.g. set up user profiles, security roles and views)

### DATES FROM JAN 2016 TO CURRENT

## Senior Analyst / Deloitte Consulting Pvt Ltd, Hyderabad

* Working as DevOps engineer and Salesforce administrator managing multiple shared projects.
* Experience in managing source control repositories like GIT by creating new Repositories and creating user level credentials
* Experience with capacity planning, continuous integration and application deployment using Jenkins and Subversion (SVN) and GIT for version control, Maven and Ant for Building and Packaging.
* Experience with managing containers with Docker & Servers in Ansible with Docker server.
* Created and wrote shell scripts (Bash), Ruby and Python for automating tasks.
* Experience with configuration management using Ansible, Chef and container management with Docker.
* Expertise in working with AWS provided Solutions like EC2 and ELB which includes Creating EC2 instances, adding EBS volumes for EC2 and familiar with VPC, Route 53, Auto scaling, Storage gateway, Elastic Beanstalk, Cloud formation and Cloud Watch.
* Built and deployed various Ansible playbooks and modules in the Production and pre - production environments.
* Experience with APACHE ANT and Maven as a build tool for Java Application.
* Strong attitude towards enhancing and learning new tools and technologies.
* Capable of handling multiple tasks and work effectively both in group and as an individual to meet deadlines.
* Experience as a Build and Release Engineer in automating, building, deploying, and releasing of code from one environment to another environment.
* Used Git extensively in each and every project to store all kinds of code.
* Strong knowledge on source controller concepts like Branches, Merges, and Tags.
* Good practice knowledge in using git commands like git pull, git push, git fetch, git clone, git log and other git commands.
* Worked with Engineers, QA, and other teams to ensure automated test efforts are tightly integrated with the build system and in fixing the error while doing the deployment and building.
* Establish and implement best practices within Salesforce: system maintenance, security, improvements, data integrity, duplicates, backups, data migration, etc. Managed dashboards, reports, email templates, page layouts, workflows and approvals; create and maintain custom objects, object relationships, standard and custom fields and Case Management system.
* Customized reporting and dashboards for various teams; provide reports and report training. Enabled **Email to case** functionality for teams and automated their processes.
* Managed ongoing support requests and administrative needs of users.
* Regularly performed database de-duping and cleanup procedures. Ensure data quality through clean- up efforts (monthly reporting, Org data backup etc.). The ability to move components from lower sandboxes to production environment
* **Change set** and address issues related to functionality, technicality etc. Collaborated with senior management to creatively define, prioritize and implement our business processes using Salesforce, and integrate Salesforce with our other technology capabilities.
* Automated several Salesforce business processes using Robotics Process

Automation (RPA)

* Strong working experience on Process Builder and Approval Process tools within Salesforce. Also, good working knowledge on Knowledge Articles. Assist in maintenance of system documentation and Salesforce policies/procedures.

# Achievements:

# The idea that I proposed has been selected and it catered in restructuring our production support team, brought productivity out of it and a value for the service we offered to business.

* Automated several tedious jobs which required manual intervention in our business within Salesforce which in fact brought a value to the organization.

# Education

# 09/2011-04/2014

## Bachelor of Technology in IT- Jawaharlal Nehru Technological University, Hyderabad.

# 10/2017-10/2018

## General Management Program in Business Management – Indian Institute of Management -Calcutta.

# Hobbies

# Dancing Chef Chess pieces

**Dancing Cooking Playing chess**

# Declaration:

I sincerely feel that working and to be served in your organization will fulfil my cherished goals. I, hereby, declare that above information is true to the best of my knowledge.

**Place: Hyderabad                                                                                             Gouthami Rao K**