PROFILE

* IT professional with over 20 years of strong experience in which 5 years of DevOps experience in performing tasks such as provisioning cloud infrastructure using AWS, SCM using Git, CI/CD using Jenkins pipeline projects, Maven/ant build tools, virtualization using Docker, Configuration management using Chef, PowerShell and bash scripting, and good Linux administration and database skills.
* Salesforce Release Management using Change Sets, DevOps tools like Copado and AutoRABIT. Certified Copado Developer and Administrator. Well versed with setting up release management processes in place and ensuring strict enforcement. Excellent knowledge and developing processes for the best release velocity.
* Possess strong knowledge of AWS services such as EC2, EBS, EFS, ElastiCache, S3, VPC, IAM, RDS, Dynamo DB, Route53 and CloudFront, SQS, and SNS. Proficient in Elastic Load Balancing and Auto Scaling and monitoring tools.
* Possess strong knowledge of GIT such as branching and merging, GitFlow, GitHub, Bitbucket, setting distributed workflows for integration with CI/CD and build tools. Proficient in Git Tools (stashing and cleaning, advanced merging and sub modules), and Git internals.
* Possess strong working knowledge of Operating Systems such as Windows, Linux RHEL, CentOS and Ubuntu. Proficient in basic administration, and scripting.
* Possess strong knowledge in DevOps principles such as CI/CD, virtualization using Docker and Monitoring. Proficient in integrating required tools (Git, Jenkins, Plug-in selections and developing pipeline jobs, build tools like Maven and ant. Configuration management tool Chef.

PROFESSIONAL EXPERIENCE

**Acoustic.**

***Salesforce Release Manager / Devps Engineer*** 2020 Aug – Current

* Responsible for all Production releases.
* Responsible for setting Release Processes for all the teams working in multiple projects.
* Responsible for implementing Copado and managing release through Copado.
* Using Github for source control in Copado and using tools like GitKraken for resolving any source issues while deploying.
* Installing required AppExchange packages and configuring as prep for a new project for apps customization and releases.

Achievements

* 100% successful releases since joined.
* After implementing Copado, achieved BEST release velocity.
* Developed Copado implementation architecture and successfully implemented.
* Completed Copado Certifications.

**MemberSuite, Inc.**

***Devps Engineer***  2019 May – 2020 May

* Responsible for managing source control systems (Git, AWS Code Commit and Perforce) for Sprint development, Stages of release / testing and setting up source control for new projects. Integrating Source control systems with Continuous Integration / Continuous Deployment tools. Troubleshooting issues with source control systems such as merge conflicts and managing commits for specific releases.
* Responsible for managing existing CICD jobs in TeamCity, Code Build and Code Deploy, ensure the jobs run successfully during the sprint stages and during releases. Quick troubleshooting jobs when failed during TC build stage using MS Build during Deployment using Octopus Deploy tool and ensure release is not bottleneck for fast paced sprint releases.
* Developing new CICD jobs in TeamCity, Code Build and Code Deploy for new projects, test the jobs and making required scripts if any during build and deploy stages as expected by the development team and systems configurations.
* Managing and configuring AWS services as required for the projects and understanding the system requirements and providing right AWS service and configuration information for the development teams and setting up service for the production.
* Responsible for creating Release calendars based on Sprints and business expectations aligned. Aligning DevOps tasks based on calendars and setting up Sprint tasks assigned for my jobs.
* Responsible for Monitoring the failed CICD jobs or poorly performing, checking the logs using Linux commands and basic administration skills.

Achievements

* Significantly reduced release time to less than an hour with separating the release tasks to Pre & Post release, Documenting and reviewing frequent failures and fixing with references.
* Setup 8 new Team City Build and deployment jobs for the new projects with multiple build and deployment steps which includes some scripting during build and deployment specific project requirements.
* Setup 4 AWS Code Build, code Deploy and code pipeline projects for deploying AWS Lambda Functions and applications.
* Helped improve team performance with release calendars with Major, minor and hotfixes and aligning the tasks.

**AutoRABIT Inc - ICMARC**

***AutoRABIT implementation / SFDC Build/Release Manager (DevOps)*** 2017 May – 2018 Dec

* Responsible for automated build and deployment tasks, such as implementing source control systems using Git, integrating Git with CICD systems, creating CICD projects/ jobs, creating release calendars based on Agile/Scrum sprints, monitoring the AR instances, troubleshooting the failed CICD jobs and supporting the scrum teams within the Retirement Corporation (RC) department of a Non-Profit / medium-sized organization in the financial services industry.
* Implemented source control system using AWS CodeCommit repository and initialized with Prod configuration, configured user accounts and security using IAM, setup branching structure reflecting SFDC release process flow, designed and documented process for committing / pushing and pulling the latest code ensuring code is secure, versioned and is available for the build tools.
* Integrated source control system repository with CICD tools (AutoRABIT, Jenkins) for the build process to pick the code.
* Created and managed variety of CICD jobs / projects such as On-Commit jobs for developer branches to build and deploy to the SIT stage, scheduled jobs for promoting to the SIT or UAT stage, manual jobs for validating and deploying the production releases ensuring the DevOps practice inline with the release process flow defined and documented for the customer.
* Published release calendar for major, minor releases for the year based on the sprints time line and project pipeline to provide a high-level view for all the stakeholders.
* Setup AutoRABIT instance services monitoring using AWS Cloud Watch to ensure the high availability of the service.
* Monitored the failed CICD jobs or poorly performing, checking the logs using Linux commands and basic administration skills.
* Supported scrum teams for setup and configuring CICD tools, Git and troubleshooting issues ensuring smooth DevOps process in place.

Achievements

* Successfully implemented SFDC release process flow using Git and CICD tool (AutoRABIT). This resulted in significant improvement in the release velocity from 3+ months to monthly major releases, significantly reduced the production release time (3-4 hours) and enabled failed releases with quick recovery.
* Successfully delivered more functionality in the sprints after implementation of release process flow and CICD tool. This resulted in significant improvement in sprint velocity around 50% than usual, gave opportunity to add new requirements on demand to the sprints and support team handled more defects.

**AutoRABIT Inc**

***AutoRABIT implementation*** 2016 Oct – 2017 Apr

* Responsible for supporting AutoRABIT feature development and implementation for customers, such as integrating Git tools and features, support developers with build tools ant integration , provisioning AWS resources for AutoRABIT instances , creating AMI’s of the tool , setup monitoring and audit trail of the instance, administering the instances using basic Linux admin skills and implementing the tool for customers within the Customer Success / QA department of a small-sized organization in the Software Services industry.
* Setup AutoRABIT instances for Development, QA and production provisioning AWS resources such as EC2 instances, EBS and EFS volumes, S3 and lifecycle rules for archiving data to Glacier, SQS and SNS services, RDS ensuring that the instances are provisioned on demand.
* Worked on developing Git merge conflict resolution tool within the AutoRABIT user interface with all the options either directly working on individual files or downloading files and resolving conflicts and uploading ensuring that the complete source control integration within the tool.
* Part of the POC team for testing and validating containerization of the tool AWS EC2 and ECS with Docker for high availability and fault tolerance.
* Created alarms for monitoring and collecting log files on AWS resources using CloudWatch on EC2 instance which generates Simple Notification Service (SNS) for proactive service maintenance.
* Implemented AutoRABIT tool for number of customers understanding the customer SFDC infrastructure, software tools like source control systems, Static code analysis tools, Agile / Sprints and developed release process flow for successful setup of CICD DevOps process.

Achievements

* Successful cloud implementation using EC2 and ECS services drastically reduced provisioning of the instances for Dev, QA, UAT and customer production instances from hours to minutes.
* Successfully implemented cloud monitoring for the production instances. This has drastically improved the SLA availability up to 98%.

**STONE - Autotrader.com**

***SFDC Build/ Release Manager (DevOps)*** 2015 May – 2016 Sept

* Responsible for implementing DevOps principles in release management such as moving out of using Change sets for release, using tools for improving release management process such as ant and maven, developing release process flows based on Agile / Scrum, evaluating Jenkins and AutoRABIT tools for implementing complete DevOps based CICD for releases, evaluating and using data management tools with in the sales department of an E-commerce software industry.
* Working in a complex environment, involving multiple scrum teams working on new development and maintenance, having lot of sandboxes in the release process and multiple release process flows resulting in a very complex release process.
* Worked on improving the release process using tools such as ant, maven and Git to make sure the build and deploy process can be standard and repeatable for each stage in a release process flow.
* Evaluated Jenkins and AutoRABIT tools for CICD process and implemented AutoRABIT with Git, Static code analysis tools and multiple CICD jobs with auto-trigger / scheduled to make sure the smooth release process and quick fault recovery.
* Evaluated and used the Data Management tools APEX Data Loader, DemadTools and AutoRABIT Data Loader to work with the complex data management requirements.

Achievements

* Successfully implemented AutoRABIT CICD tool. This resulted in reducing 90 % of the redundant work that was performing using change sets.

**AXIOM - Capgemini**

***ServiceMax BA*** 2014 Dec – 2015 Mar

* Responsible for participating in requirements collection such as document the process design, developing the process flows, documenting the user stories for the process flows, sizing the user stories and developing effort estimations for delivering using agile methodology.

**TEKSystems – FORD**

***Tech Lead / LEAD Developer*** 2014 May – 2014 Dec

* Worked on Fleet Sales division workflows, collecting requirements and development. Continuously driving the process improvement with Develop-Review-feedback mode to achieve desired process performance. Conducted training sessions to the business team.
* Identified set of best practices and coding guidelines with the code-review process and documentation.
* Apex and Visual force coding and building reports and dashboards as per the customer requirements.

**TOA Technologies- Missouri Gas Energy / THE HOME DEPOT**

***Tech Lead*** 2012 Oct – 2014 Apr

FIELD SERVICES product - ETAdirect implementation technical lead.

* Study of customer field services organization setup and operations, mapping the same to the product OOTB and arriving at the gap analysis.
* Custom Modules – Requirements collection, Coordinate with Offshore development team for design, develop the custom modules. Test scenarios and test plans and Test case documentation for facilitating the SIT and UAT and deploy and delivery.
* Documenting the integrations requirement for the source information to pull into the product.
* Design and developing SOAP API integrations between product and customer systems.
* Coordination with the offshore development teams.

**Mahindra Satyam Computer Services Ltd - GE Energy**

***SFDC Administrator*** 2011 – 2012

Multi-Division implementation of serviceMax in GE. Worked along with the ServiceMax professional services team. My responsibilities include:

* Collecting and managing the requirements in the form of user stories, user story is broken down to requirements and Solutions, test scenarios and test cases. Implemented rapid development methodology using agile approach.
* ServiceMax configurations and system administration, Data loads from legacy systems.
* Custom development support using APEX and VF pages.
* Participated in the integration development team for bringing in WO data from GE Financial system.

**Mahindra Satyam Computer Services Ltd - Honeywell Aero**

***SFDC Developer-Administrator*** 2011 – 2011

Supported the business requirements collection and solution development using APEX and Visual force. Achieved the complete legacy data migration to new system with complete data integrity. Served as a tech lead in unit, SIT, UAT, Code migrations and quality reviews.

**Mahindra Satyam Computer Services Ltd - Avid USA**

***Sr. Developer, Support*** 2010 – 2011

Supported the Change Request analysis, solution design and implementation in Sandboxes and code migration to production using eclipse tool. Led the Severity 1 & 2 bugs created by the users and resolve within the SLA terms.

**Mahindra Satyam Computer Services Ltd-GE UK Capital Solutions**

***Sr. Developer, Lead Tech*** 2009 – 2010

Participated in Salesforce competency development primarily involving in the activities of supporting the sales teams in responding to RFI & RFC’s. Provided level of effort & resource estimates categorizing the requirements into modules and sub-modules.

**Mahindra Satyam Computer Services Ltd- Chevron Aviation**

***Administrator*** 2008 – 2009

Provided SFDC System Administrator support including the development of Apex triggers, Work Flow Rules, Validation Rules and e-mail templates. Provided SOQL and Data Loader migration support

**Other Projects** **Experience**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Name** | **Client**  | **Technology** | **Role** | **Duration** |
|  | GE Capital Solutions | FileNet Implémentation | Tech Lead | 2007-2008 |
| CG Partnership – GM Transition RFP 1 & 2 | General Motors | Lotus Notes / Formula & Scripts, HTML, Java & Java Script | Tech Lead | 2006-2007 |
| BASF – ON– OFFS– FB– Maintenance | BASF Corp, USA | Lotus Notes / Formula & Scripts, HTML, Java & Java Script, XML | Tech Lead | 2005-2006 |
| IVGN – Client Extranet Development | Invitrogen, USA | Java, JSP, XML, Java script and HTML | Tech Lead | 2005-2005 |
| iDOCS Performance Tuning  | IFC, Washington DC, USA | Lotus Notes, Lotus Work Flow and Domino.Doc  | Lotus Notes | 2004-2004 |
| iSOLVE | The Gillette Company, Boston, USA | WPS, WAS , JSP, GUI Design Tools | Tech Lead | 2004-2004 |
| Lead Manager | GE Home Finance, St. Paul , MN | Lotus Notes R5.0, Lotus Script, Java Script, HTML, XML, Oracle, Java Servlets | Tech Lead | 2003-2004 |
| Quality Assurance for Domino Apps | GE Power Systems, USA | Domino Administration Client, Notes Client, LEI, Domino Workflow,Domino.Doc | Quality Lead | 2002-2003 |

**Education and Certifications**

* BS. Tech, Computer Science & Engineering, Nagarjuna University, India
* Trained in DevOps
* Salesforce.com Administrator and Developer certifications
* Certified IBM FileNet P8 4.5 Content Manager Developer
* Certified IBM FileNet P8 4.5 Content Manager Designer
* Certified IBM FileNet P8 4.0 Business Process Manager Developer