Ajay Kumar

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**CAREER PROFILE**

* An outstanding, self-motivated professional with over 10+ years of experience in IT industry with major focus on Software Release, SFDC Administration and environments Management.
* Certified AWS cloud practitioner.
* With the experience I got, able to have a broad understanding of technology.
* Experience in all phases of the Software Development Lifecycle with strong experience with Release and Configuration Management.
* More than five years of experience in administering and supporting the CM tools including Subversion, Team Foundation Server, GIT/GIT Stash on UNIX and Windows environments.
* Experience in implementing process automation tools Workflow, Visual flow, Process builder, and Approval process to automate business process.
* Strong hands on experience in using Steel Brick Configure Price Quote with Salesforce example creating product bundles and various discount schedules.
* Experience in creating Strong Validation Rules to manage data Quality and protect sync between systems.
* Experience in migrating data and updating data from legacy systems to Salesforce by using Data loader (insert/update/upsert).
* Experience in creating and cleaning up list of Profiles with different type of permissions and also created Permission sets to give special access to particular users
* Experience in and demonstrated understanding of source control management concepts such as branching, merging, labeling and integration.
* Experience in building and deploying java applications and troubleshooting the build and deploy failures.
* Extensive experience in using Build Automation tools like, ANT, Maven, TFS, VSTS, Jenkins, IBM RTC, Bamboo, XebiaLabs Release/Deploy.
* Extensive experience in working with WebLogic, WebSphere, Tomcat, JBoss and Apache servers.
* Part of Configuration management involved in Service design, Service asset configuration management & service level managements.
* Worked as medium to fill the gap between management and technical teams.
* Was primary point of contact for Incident / problem management for test and production environments. Used different defect tracking tools such as Clear Case, JIRA, SNOW and HP service manager.
* Facilitate scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.)
* Participated in change board meetings and weekly change tracking meetings.
* Coordinated with event monitoring team to include the changes of the configuration items accordingly.
* Experience in maintaining and executing build scripts to automate development and production builds.
* Excellent communication, interpersonal, and analytical skills. Proven ability to learn and rapidly adapt to new challenges.
* Experience on Change, Configuration, Release & Build Management and Administration of applications in database, client/server and Web/Internet environments under Unix/windows platforms.
* Experience in performing functional management activities covering all stages of SDLC.
* Hands on experience gaining management adoption and commitment to new processes, objectives and process improvement.
* Acted as a process improvement champion and change agent for company.
* Learning experience and in process of understanding designing and building dynamic cloud-native applications, automated test frameworks and test harnesses for deploying test suites at various stages of the deployment life cycle, virtual Networking (TCP IP,Virtual Machines) and Cloud Operations or Cloud Operating Systems (Open Stack, AWS, Google, MS), Salesforce.

**TECHNICAL SKILLS**

**SCM Tools:** ClearCase NT/Unix:, CVS and Subversion, TFS and GIT.
**Build Tools:** ANT, Eclipse, TFS, Maven 2.0, Hudson, Jenkins, Artifactory, Autorabbit and Bamboo, Flosum SFDC migration tool.

**Programming Language:** PHP**,** Java/J2EE, Visual Basic, VB.NET, C# .NET

**Scripting Language:** UNIX Shell scripting, Perl scripting

**Operating Systems:** HP-UX, Sun Solaris, LINUX, Windows.

**Database:** Oracle, SQL Server, MySQL, MS-Access,

**Servers:** WebSphere, WebLogic, Apache Tomcat, JBoss, SFDC.

**Defect Tracking Tools:** Jira, TFS,Rational ClearQuest, HP Service Mgr and Remedy

**Cloud** SalesForce, VSTS, AWS.

**Release Tools**  XebeaLabsXL Release, XL Deploy, Plutora

## **Education**

## Bachelor of Engineering in Electronics and Communication (Madras University, India)

**DevOps and Release Manager**

### Lincoln Financial Group, Greensboro NC 06/2019-Current

Responsibilities:

* Good skills and knowledge of servant leadership, facilitation, situational awareness, conflict resolution, continual improvement, empowerment, and increasing transparency
* Strong sense of accountability and exceptional follow-up skills
* Responsible for leading the successful delivery of a product or component release, developed by different development teams.
* Goal of my current role is to improve the process in the teams I am managing.
* Manage and support the LLE’s and Production environments.
* Continuously look to improve the scalability of the build and release operation
* Provided a stable framework for development, deployment, audit and accountability for software components
* Responsible to ensure Approved & Identified changes are going to different environments.
* Identified all of the source, tools, environment, and other components that make up a particular release
* Worked with Product Owner, Scrum Team Members, and/or Technical Lead, and acted as the Product Owner and/or Tech Lead, whenever required to create or upgrade a product/component that is used across the enterprise,
* coordinates within the department, business units and with the IT Operations, Infrastructure and Project teams to ensure that the systems run and interface smoothly, while ensures adherence to departmental policies and procedures providing consistency and repeatability in the final solution for service delivery.
* Energizing and empowering the teams, aligning business and technical objectives, and creating the right environment for success.
* Reviewed the usage of the nonproduction environment and look for better ways to meet the delivery and quality objectives.
* Took the opportunities to bundle multiple deliveries into fewer production releases.
* Subject Matter expert on Build & deployment of applications from Development through Production environments.
* Utilized the tools to accomplish the tasks are Atlassian products Bamboo, Jira, Confluence.
* Also utilized other tools GIT/GIT Stash, Nexus, SNOW (Change control), Jenkins, TestRail,Unix shell and PowerShell scripting.
* Worked and provided the requirements to get the automation done in release process utilizing DevOps Process.
* Maintained and utilized the XebiaLabs - XL Release tool to organize and automate the release process.
* Customized and Utilized XebiaLabs XL Release tool with ticking tools and deployments, Manual, scheduled deployment tasks, also to provide Single point of view on over all release status.
* Utilized the XebiaLabs XL release tool to maintain the check point gates in various stages of the release process and to automate the notifications.
* Maintaining and setting up the process documentation for new teams’ intake into release cycle. Which includes, (environment reservations or requests, Branching and merging, Change process, KT to Operations for Prod support etc).
* Maintaining the app teams release calendars in alignment with enterprise and infra change windows and implementation calendars.

**Salesforce Admin & Release Manager**

### Bank of the West, Tempe, AZ 02/2018-06-2019

Responsibilities:

* Subject Matter expert on Build & deployment of applications from Development through Production environments.
* Manage and support the LLE’s and Production environments.
* Continuously look to improve the scalability of the build and release operation
* Provided a stable framework for development, deployment, audit and accountability for software components
* Responsible to ensure Approved & Identified changes are going to different environments.
* Identified all of the source, tools, environment, and other components that make up a particular release
* Implementation of process to see operations goes smooth.
* Oversee the delivery of the software product to the end users.
* Good skills and knowledge of servant leadership, facilitation, situational awareness, conflict resolution, continual improvement, empowerment, and increasing transparency
* Strong sense of accountability and exceptional follow-up skills
* Responsible for leading the successful delivery of a product or component release, developed by different development teams.
* Worked with Product Owner, Scrum Team Members, and/or Technical Lead, and acted as the Product Owner and/or Tech Lead, whenever required to create or upgrade a product/component that is used across the enterprise,
* coordinates within the department, business units and with the IT Operations, Infrastructure and Project teams to ensure that the systems run and interface smoothly, while ensures adherence to departmental policies and procedures providing consistency and repeatability in the final solution for service delivery.
* Energizing and empowering the teams, aligning business and technical objectives, and creating the right environment for success.
* Work with project managers within Business Intelligence and Data management (BIDM) team to put together release schedule. Experience working on continuous Integration/deployment automated tools working as configuration manager.
* Worked closely with BIDM project teams to ensure the release schedule is up to date.
* Communicate BIDM management team of upcoming releases, risks, mitigation plan for BIDM projects.
* Worked with BIDM team to put together and publish releases management process.
* Worked with project teams in putting together implementation plan and reviewing the same with the performers, getting approval, closely monitoring the tasks during implementation window and providing update to the team on progress/issues.
* Acted as incident coordinator to manage production defects to closure.
* Reviewed the usage of the nonproduction environment and look for better ways to meet the delivery and quality objectives.
* Took the opportunities to bundle multiple deliveries into fewer production releases.
* As Part of the BIDW project involved in coordinating and handling of the ETL migrations (Informatica, Sessions, workflows, Connection strings, Base Sqls, Mappings, Metadata, Health Checks and scheduling of Jobs in Tidal Tool)
* Created Visual Flow and activated flow with Process Builder to automate the business process and reduced trigger creation.
* maintaining consistency between Salesforce sandbox environments, from Development through QA, UAT and Production.
* maintain all Salesforce. com sandboxes, including creating and synchronizing sandbox metadata and appropriate data sets.
* Developed complex Validation rules to store well-organized data in database.
* Involved in day to day administrator tasks like creating new users, creating fields with complex formulas, freezing users and transferring all opportunities and accounts to new users, merging of accounts and resolving user issues based on severity and priority basis.
* Created reports, dashboard for sales reps, managers and executives to measure their team performance, $ amount changes, business growth and also for delay tracking.
* Crated product bundles, quote templates and localization using Steel Brick CPQ tool.
* Supported and involved in integrating Seismic with Salesforce for content management, proper content usage and also to secure the content.
* Updated and added complex logic to the Approval Process according to latest business need and also participated on quarterly sales meetings to gather requirements for approval process changes.
* Created Quip docs for changes and trained users according to new changes.

**Firmware Release Engineer**

### Brady Corporation, Milwaukee WI 12/2016-02/2018

Responsibilities

* Executed scheduled application builds and deployments in test and prod environments.
* Continuously look to improve the scalability of the build and release operation
* Provided a stable framework for development, deployment, audit and accountability for software components
* Responsible to ensure Approved & Identified changes are going to different environments.
* Identified all of the source, tools, environment, and other components that make up a particular release
* Implementation of continuous integration for test driven development.
* Oversee the delivery of the software product to the end users.
* Reviewed automation strategies and processes and provide action items for continuous improvements.
* Design and implemented the Build Automation Platform infrastructure for C.I. and release workflow.
* Created and maintained Automation knowledge documentation.
* Produced meaningful and automated dynamic reports and metrics that measure the success of automation efficiency and quality.
* Worked with the Development engineers to scale up test automation practices and provide robust releases.
* Participated in architecture and design reviews of complex solutions in cross-team efforts.
* Automation using one or more common scripting/programming languages such as MSBuild, Ruby, Python, Perll.
* Directed internal and external resources in development to deliver assigned modules.
* Made technology selections for assigned modules that support the overall architecture goals of the organization.
* Estimated coding efforts for assigned deliverables.
* Utilized the tools to accomplish the stable CI and Automation for the successful release are - Visual Studio, TFS 2015 / 2013, VSTS Visual Studio Team Services. Confluence. TFS XAML.
* Worked on Windows platform, to support Printers firmware and software. windows embedded compact 2013 amd Board Support Packages.

**DevOps Manager**

### Kohl’s, Menomonee Falls, WI 06/2016-10/2017

Responsibilities:

* Managing 4 teams, CICD, Release, TEM (Test Environment Management) and MID Engineering teams.
* Subject Matter expert on Build & deployment of applications from Development through Production environments.
* Goal of my current role is to improve the process in the teams I am managing.
* Manage and support the LLE’s and Production environments.
* Continuously look to improve the scalability of the build and release operation
* Provided a stable framework for development, deployment, audit and accountability for software components
* Responsible to ensure Approved & Identified changes are going to different environments.
* Identified all of the source, tools, environment, and other components that make up a particular release
* Implementation of process to see operations goes smooth.
* Oversee the delivery of the software product to the end users.
* Good skills and knowledge of servant leadership, facilitation, situational awareness, conflict resolution, continual improvement, empowerment, and increasing transparency
* Strong sense of accountability and exceptional follow-up skills
* Responsible for leading the successful delivery of a product or component release, developed by different development teams.
* Worked with Product Owner, Scrum Team Members, and/or Technical Lead, and acted as the Product Owner and/or Tech Lead, whenever required to create or upgrade a product/component that is used across the enterprise,
* coordinates within the department, business units and with the IT Operations, Infrastructure and Project teams to ensure that the systems run and interface smoothly, while ensures adherence to departmental policies and procedures providing consistency and repeatability in the final solution for service delivery.
* Utilized and maintained the Kronos Product in the Org alog with the admin team.
* Energizing and empowering the teams, aligning business and technical objectives, and creating the right environment for success.
* Automating recurring things through Bash, Ansible and terraform and Python
* Managing AWS, including EC2, VPC, subnet, route 53, AMI, RDS, API Gateway, S3, EKS etc.
* Maintain Domain controller, Exchange servers, WSUS servers, PDQ deploys, DNS servers, DHCP server

**Test and Release Manager**

### Twentieth Century Fox, Los Angeles, CA 03/2015-05/2016

Responsibilities:

* Subject Matter expert on Build & deployment of applications from Development through Production environments.
* Utilized the tools to accomplish the tasks are Atlassian products Bamboo, Jira, Confluence.
* Also utilized other tools GIT/GIT Stash, Nexus, SNOW (Change control), Jenkins, TestRail,Unix shell and PowerShell scripting.
* Participated in Scripting and automating a wide variety of tasks like compiling, packaging, running tests & deployment to different environments for multiple releases including , maintain the salesforce orgs and release management,
* Utilized salesforce compatible tools to maintain and manage orgs such as Autorabbit , Copado.
* Executed scheduled application builds and deployments in test and prod environments.
* Coordinated and supported project source code branching / merging process between different releases.
* Provided support to TechOps when releases are made to PRODUCTION
* Setup and supported release test environments including deployment of packages and reporting of changes.
* Continuously look to improve the scalability of the build and release operation
* Provided a stable framework for development, deployment, audit and accountability for software components
* Responsible to ensure Approved & Identified changes are going to different environments.
* Identified all of the source, tools, environment, and other components that make up a particular release
* Implementation of continuous integration for test driven development.
* Oversee the delivery of the software product to the end users and deploy the product as necessary on the basis of a documented Deployment Plan.
* Perform sanity tests and produce support material for deploying the product as applicable.
* Responsible for all the environmental issues and support Development and testing teams to make sure all the environments for always online for their testing.
* Support environment shakeout to fix environment readiness issues.
* Managed day-to-day activities of 3 QA team members
* Make sure team automates the execution of all test cases, resulting in faster identification of issues, and improving the ability for environments to complete the shakeout process on time.
* Worked with the Executive Staff and various teams throughout the project with a clear vision and facilitated the execution of a results-driven Quality Management Process that is focused on: customer satisfaction, continuous improvement.
* Works collaboratively and proactively with QA Team, Development SCRUM teams and others to design and develop effective automation solutions, troubleshoot issues and resolve bugs.
* Manage and oversight all QA/UAT environments, coordinate release schedule with various project teams.
* Perform an initial baseline test on each environment prior to the start of the shakeout process.
* Identify and record all open issues and track their remediation during the shakeout process.
* Analyze software defects; conducted weekly bug triage meetings with development and product management.
* Building a high performance QA team by hiring, training QA engineers.
* Interact with Development to scope the release’s specific test cases.
* Execute release specific test cases, along with test scripts, used to baseline the environment.
* Provided daily updates during the scrum calls.
* Provided a detailed environment summary upon each shakeout’s completion.
* Perform validation on all infrastructure level changes.

**Scrum and Release Manager**

### Bank of America/Merrill lynch NY 06/2013-02/2015

Responsibilities:

* Consolidated all Team Projects from TFS 2008 to TFS 2010 Project Collections.
* Involved in the Migration of Projects from TFS 2008 to TFS 2010.
* Set up Build Controller & Build Agents depending upon the Capacity of the Servers.
* Created App Pools, Websites in IIS 7 to set up Different Environments.
* Wrote PowerShell scripts as to execute pre and post scripts for Windows services app deployments.
* Set up automated Jobs in Jenkins and wrote pre/post scripts (Unix shell) to deploy the java portlets apps on Liferay Portal server which is on Tomcat server.
* Created and Customized the TFS Build (XAML) for the Automated Deployment’s into the Servers
* Coordinated with the Teams for the Emails Server (SMTP) into different Servers.
* Setup various Team Projects into different Team Project Collections in TFS 2010
* Configured TFS 2010 Environment along with Share point Services, Reporting Services
* Customized TFS 2010 Work Item Templates
* Setup ‘Manual’, ‘Continuous Integration’, ‘Gated Check-in’ and ‘Schedule’ builds
* Created Builds and deployed builds to different environments based on requests
* Provided CM and Build support for more than 5 different applications, built and deployed to the production and lower environment.
* Defined and Implemented CM and Release Management Processes, Policies and Procedures.
* Analyzed and resolved compilation and deployment errors related to code development, branching, merging, and building of source code.
* Implemented, maintained and supported reliable, timely and reproducible builds for project teams.
* Maintained build related scripts developed in ANT and Maven. Modified build configuration files including build.xml and Pom.xml.
* Deployed code on WebLogic and Tomcat servers for Production, QA, and Development environments.
* Own full lifecycle of build system - from analysis, development, implementation and support of builds, unit testing and deployments.
* Configured and maintained Jenkins and Maven/ANT for automated build and release.
* Experienced in authoring pom.xml files, performing releases with the Maven release plugin, Mavenization of Java projects and managing Maven repositories (Artifactory).
* Researched and implemented code coverage and unit test plug-ins with Maven/Jenkins.
* Interacted with developers and Enterprise Configuration Management Team for changes to best practices and tools to eliminate non-efficient practices and bottlenecks.
* Extensivly used FTP tools such as Repliweb, Filezilla and unix SCP.
* Coordinated/assisted developers with establishing and applying appropriate branching, labeling/naming conventions using Subversion source control.
* Deployed and maintained J2EE environments using WebSphere application servers and Apache web servers.
* Facilitate scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.)
* Empowered teams to self-organize and grow cross-functionality
* Protect team from over-commitment, manage backlog, prioritize resolution of defects/bugs as evidenced by the on-time delivery of 33 major initiatives
* Met goal of addressing and resolving issues within 24 hours
* Manage the lifecycle of code development, from ideation to sprints to deployment
* Coordinate and manage code releases and shared APIs with other IT groups
* Communicate with other management, engineers, product managers and support specialists on product issues
* Track and communicate team velocity and sprint/release progress

**Technical Environment Manager**

### State Farm, Bloomington IL 10/2009-05/2013

Responsibilities:

* Consolidated all Team Projects into from TFS 2008 to TFS 2010 Project Collections.
* Involved in the Migration of Projects from TFS 2008 to TFS 2010.
* Technical Support involving Incident management, change management, problem management for IBM WebSphere Application server, WebSphere MQ, WebSphere Message Broker, IBM HTTP Server, Portal on Multiplatform (AIX 5.0/5.1, Z/OS, Windows, Linux) through HP service manager tool.
* As a TAE maintained test and production environments of different areas such as Prospector +/Marketing/Client/Activity and co-ordinate with few other areas and Vendors as part of integration.
* Worked as medium to fill in the gap of technical communication between management and technical teams.
* Coordinated with developers and testing team to maintain the code build/release issuances on to the environments.
* Maintained and scheduled the issuances of code on test and production environments.
* As part of TAE duties, got exposure to many hardware/software products such as Websphere application server, Tomcat, HIS, ISS web servers, IBM mainframe tools (STE, DUG, etc.), ESB mule, WSRR, Salesforce, SAS marketing modules.
* Coordinated to gather infrastructure requirements from different vendors (Imprezzio, SAS MOM/NAR, Sal products) to fit with the project environments.
* Was acted as a primary point of contact for Incident / problem management for test and production environments. Used different defect tracking tools such as Clear Case, TRAC and HP service manager.
* Build and maintain the complex environments with applications implemented for architecture involving WebSphere Application Server, IHS and Portal. Install, test, configure, troubleshoot WebSphere application server on Clustered Environment
* Worked with Production App support teams on deploying J2EE application, changes and application related issues.
* Provided high-level technical assistance to application teams in Test center & Prod environments.
* Exposure to all aspects of J2EE SOA.
* Deploy and troubleshoot issuances of J2EE business applications on WebSphere Application Server
* Involved with Testing/performance team in Load and Integration testing of J2EE applications on WebSphere Application Server,
* Implemented Change Management process (HP Service Desk) and made sure that all the teams adhere to the process.
* Organize Defect tracking meetings to coordinate the logging, updating and tracking the defects daily.
* Coordinated with vendor teams for the various interface transactions.
* Single point of contact for all the implementation activities.
* Work with vendor team to identify key challenges and guide Business thru decision making.
* Testing Coordinator, ensuring all the System / Business functionalities are tested as per the configuration and User needs.
* Coordinated with stakeholders for release dates and scheduled changes and deployments .
* 24 x 7 on call rotation for Issues, fix/Release activities, Installation and maintenance of system software. Projects related to Enterprise Server Infrastructure process implementations, and completion of team ticket requests

**Business Analyst**

**CCDS MO St Gov, Jefferson City MO** 06/2007 – 09/2009

Responsibilities:

* Involved in Conversion from Old Legacy System to New FACES Application.
* Write test cases, test scripts and supported system testing and UAT
* Identified/documented current business rules for projects and communicated project issues from IT or business perspective.
* Involved in Create High Level Design (HLD) for Internet Screen functionality, data needs Interface and Batch documentation (HLD).
* Worked with business teams to identify and analyze bottlenecks.
* Attended weekly meetings with the Client to discuss for the releases, process flows & weekly project status.
* Worked on the CCB’s for new changes in the production env, by gathering the new change requirements by conducting the user meetings, preparing HLD’s, test scripts.
* Maintained timelines and project schedules, using MS Project and MS Visio.
* Extensively used SQL statements to test the DB2 database.
* Created test plan, test estimations, test cases, test condition matrix and involved in feature discussions and meetings.
* Participated troubleshooting/debugging test environment defects.
* Perform requirement gathering and converting them into High level design documents.
* Provide training documents to End Users.
* Participated in managing and optimizing the utilization of assets in the test environments using TCIM.
* Participated test environment planning and setup, configuration management, implementation of test code, and procuring test assets
* Expertise in the test and implementation of the remaining deliverables for the Missouri FACES system.
* Communicated test environment failures and downtimes with the management.
* Proven expertise in the usage of HTML, Java Script, COBOL, DB2, CICS, TSO, and JCL.
* Created basic script using QTP by recording user actions.
* Used QuickTestPro to validate links, objects, images and text on Web pages to check the functionality.
* Inserted verification checkpoints, synchronization points, and parameterized data using QTP.
* Expertise in executing those tasks necessary to provide production system support for the current FACES including ongoing project implementations
* Expertise in the design, test and implementation of problems, change requests and enhancements in the FACES system
* Current knowledge of the Department of Social Services Children's Division business practices, policies and procedures

**S/W Consultant.**

**Electronics Corporation of India Limited** Jan 2005 – Jan 2007

Responsibilities:

* Developed web based applications utilizing scripts: HTML, JavaScript & PHP.
* Developed applications to interact with databases: Postgre SQL to retrieve the data.
* Developed DAO objects to process the data and populate on the presentation layer of

the applications.

* Validation error handling of the screens are done through HTML, JavaScript.
* Developed Database object : triggers , Store procedures , tables & Views on Oracle

database.

* Involved in system testing, utilized testing tool quality center.
* Involved in analyzing the client requirements and model the specific business rules.
* Used use cases , Interaction diagrams and class diagrams in development of the

application.

* Used EJB, servlets Java beans for server side transactions.
* Used HTML, Java script, JSPs for presentation layer of the applications.
* Used DOM parser to process the XML files and validate the,
* Extensively involved in unit testing by utilizing JUnit utility.
* Technical Skills: HTML, JAVA SCRIPT, PHP, JAVA 2.0(jdk1.4), Red Hat Enterp Linux 4.0 ES, Postgre sql, Oracle 9i. PHP.