## Ibrahim Shaik. Email: shaik.ibrahim4042@gmail.com

## Salesforce DevOps Engineer. Phone: 91-9010800240

## Professional Summary:

* Have 5.6 years professional IT Experience in CRM based on **Salesforce DevOps Engineer**.
* Has involved in manual deployments and automated deployment tools.
* Experience in using version control tools like **GitHub, Git Bash & Bit Bucket**.
* Day-to-day responsibility and accountability for all Salesforce Admin and deployment activities.
* Experience in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts.**
* Expertise in managing **Full Sandbox, Developer Sandbox and Configuration-only Sandbox and managing sandbox refreshes**.
* Hands on experience in Configuring and Customizing the applications on Salesforce platform.
* Knowledge on Apex Data Loader, Data Import Wizard.
* Data Migrations from Org to Org by using Data loader & Data loader Pro.
* Working with **Agile Methodology.**
* Expertise in **setup, configuring and customizing salesforce deployment** with **AutoRABIT.**
* Extensive knowledge on migration techniques: **Change Sets, Jenkins & AutoRABIT.**
* Experience in working with CI/CD tool **AutoRabit, Workbench** and **Jenkins.**
* Hands on knowledge on **Vlocity build tool, Vlocity deployments** andspecific **Communities**, **Einstein deployments.**
* Knowledge on **AWS (EC2, S3 bucket, Elastic IP)** configuring & setup.
* Ability to multi-task, effectively prioritize and adapt quickly to change in high-pressure situations with minimal supervision. Proven problem resolution and analytical skills with keen attention to detail.
* Ability to work independently with management direction.
* Committed, result oriented, hard working with a quest and zeal to learn new technologies.
* Having good Analytical and Problem-solving skills with excellent interpersonal skills, team player and good leadership qualities.
* Proven ability to work simultaneously on large installations and concurrent projects.

## Work Experience:

* Working as a **Salesforce DevOps Engineer for Carelon Global Solutions, Hyderabad** from 10th June 2019 to Till Date.
* Worked as a **Software Engineer for Innova Solutions, Chennai** from 25th September 2017 to 5th June 2019.

## Certifications:

* Salesforce Certified **Administrator.**
* Copado Certified **Fundamental I**.
* Vlocity Platform Developer.

## Education Qualification:

* Master of Computer Applications, 2014 From **JNTU Kakinada**.

## Professional Experience:

**Current company:**

**Client : Elevance Health**

**Skills :** AutoRABIT, Bitbucket, GitHub Desktop, Jira, Vlocity

**Role :** Senior Software Engineer

**Duration :** June 2019 to Till Date

**Project #2:**

**Description:**

Anthem is a provider of health insurance in the United States. Its uses both Sales and Service cloud features of Salesforce and CPQ build on Vlocity platform. As a Salesforce DevOps Engineer, responsible in handling all Production releases along with maintaining environments like QA, UAT, Training and Smoke.

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the Job science to match the functional needs of the organization. Implemented the requirements on Salesforce.com platform, using **Bitbucket and AutoRABIT**.
* Handled Vlocity components such as Omni scripts, Data Raptors, Integration Procedures, Calculation Matrices, Vlocity Cards deployments.
* Led the **Offshore Development** team for continuous work progress in **SFDC Deployments** and weekly & Monthly production releases.
* To provide the required deployment training to newly on boarded developers.
* Deployed various Custom Objects, Tabs, Components, Communities, Salesforce Einstein.
* Deployed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Worked with multiple scrum teams and develop strategies for Production Releases.
* Code migration to QA, UAT, Training, Smoke and Production environments through **AutoRABIT via CI/CD Jobs**.
* User Delegation and other admin activities on Production environment.
* Worked in Data Migration from Traditional Applications to Sales Force Using Data Loader Utility.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environments:**

Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, Apex Data loader, BitBucket, AutoRABIT, JIRA, Vlocity

**Project #1:**

**Description:**

Anthem is a provider of health insurance in the United States. Its uses both Sales and Service cloud features of Salesforce and CPQ build on Vlocity platform. As a Release Engineer, responsible in handling daily higher environments code/data migrations. Worked on weekly & monthly Production releases along with maintaining environments hotfixes deployments & sandbox refreshes.

**Responsibilities:**

* Primary system administrator and application configuration expert for Salesforce.com
* Interact with Client team.
* Configured page layouts, workflows, document templates, record types, & data fields.
* Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
* To work on weekly & monthly Production releases along with maintaining environments hotfixes deployments & sandbox refreshes.
* Handled daily higher environments code/data migrations.

**Environments:**

Saleforce.com platform, Apex Data loader, Bitbucket, GitHub, WorkBench, AutoRABIT, JIRA, Vlocity.

**Previous company:**

**Client : Medicare Products Inc.**

**Role :** Software Engineer

**Skills :** Jenkins, Bitbucket, SFDC Admin, Maven, AWS (EC2, S3 bucket, Elastic IP)

**Duration :** September 2017 to June 2019

**Project:**

**Description:**

Medicare Products Inc. was established and dedicated to Manufacturing, Importing and Exporting various Medical Scientific & Laboratory Products Surgical Products. It became the leading Manufacturer, Importer & Exporter of India.

**Responsibilities:**

* Primary system administrator and application configuration expert for Salesforce.com
* Interact with Client team.
* Generating code coverage reports to get them addressed to achieve maximum coverages across the orgs and code deployments.
* Preparation of Deployment procedure Documents per org.
* Involved in creating Sandboxes for Development till UAT Environments.
* Involved in creating Users, Profiles, Roles Based on Organization role hierarchy, security profiles, access rights, implemented Record-Level, Field Level security and configured their sharing settings.
* Work with SFDC core team in analyzing current business processes and provided CI/CD recommendations.
* Configured page layouts, workflows, document templates, record types, & data fields.
* Perform daily system monitoring, verifying the integrity and availability of server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
* Involved in integration, and customization setup using AWS.

## Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and responsible for any discrepancies.

**Ibrahim Shaik.**