NAZEE DELROOZ

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Enthusiastic and energetic individual with 15+ years of experience in Configuration Management and Release Engineering processes in high pressure, fast paced and dynamic development environments. Extensive experience in creating successful organizations to achieve targeted goals and long-term strategic improvements. Ability to prioritize, delegate and motivate my team members. Proven record of dependability with increasing responsibilities. Experienced in Customer Relation Management (CRM) tools and processknowledge. Designed, executed and integrated, Engineering bug tracking and Source code management system with technical support, customer call/bug database and Marketing Requirement management system.

**TO O L S EX P ER I E N C E (MO S T RE C E N T )**

Microsoft Azure DevOps Pipeline solution**,** Git/GitHub, CICD models

Jira, Confluence - Agile tools **designed to manage various phases for SDLC**

SalesForce Platform – Administration & build solutions and Basics CRM tools integrations & functionality.

Visual Studio (IDE) for scalable applications for Azure DevOps**,** workflows, deploy, track and manage work across teams, using Kanban boards and team dashboards. Worked with teams to provide delivery and operations processes to enable continual software delivery.

Service Now ITSM – Tools integration & workflow Processes

CRM -**-** Salesforce

AWS Cloud Practioner Series Essentials – Management console

Microsoft SQL Server Management Studio integration with deployment models.

Microsoft SharePoint Team collaboration toolset

Microsoft Project Planning software **for large teams and complicated projects**

Micro Focus ALM Quality Center tools

**P R O F E S S I O N A L EX P ER I E N C E**

American Honda Financial – Torrance, Ca. (Consulting)

Release and Software Configuration Management (June 2003 – August 2020)

* Collaborated with Program Management to provide release planning, integration & migration to Saleforce platforms acting as liaison to IT/ business stakeholders.
* Organized with multiple development groups to design new processes to support migration to Salesforce platform to coordinate dependencies and timing based on Quality Assurance and Production deployments.
* Aided Development to Set up several Salesforce Orgs for Development/QA and Staging changes.
* Managed, maintained and provided release level risk, timelines & milestones for unit, integration and QA testing. Assigned and allocated resources accordingly based on migration plans.
* Directed IT to incorporate the Service Now platform integration to design workflow for Software configuration changes & deployments to various test & production environments to optimize the organizations timeline to Production Environment.
* Interacted with multiple business groups to champion migration of critical fixes outside the formal release process, coordinating the effort through QA and deployment organizations on a timely basis.
* Formalized release & operational processes for release management group and all other groups (Dev/QA).
* Mapped Quality Assurance & developments requirements to implement improvements to the existing problem-tracking tool.
* Developed training material and organized on-going knowledge transfer sessions for both members of Quality Assurance and development .
* Assisted closely with the SOX (Sarbanes-Oxley) pre-audit team to map existing processes and align the SOX requirements to Software development and release management processes. Aligned with monitoring of Release management policies to ensure and sustain ongoing SOX compliance.

DirecTV Broadband – San Jose, Ca. Configuration Management (2001 – June 2003)

* Conducted plans and processes to implement a Software Configuration Management System resulting increased productivity of System delivery and Deployment organization.
* Designed and implemented the next generation SCM system, using Merant PVCS professional toolset resulting in reduction in turn around time to customer escalations and marketing requirements.
* Engaged in training, installation/configuration, user guide documentation and overall Project Management of SCM system deployment. Utilized by developers, Software Quality Assurance & customer Support groups.
* Drove and established multiple databases to track defect, requirement and roadmap changes to facilitate project management activities and improve requirements gathering and overall increased productivity.
* Responsible for supporting day-to-day Software Releases to Staging and Production Environments via the implemented system.
* Sole Administration Support, responsible for software upgrades (NT Client & web) Bug tracking and Version Control System sustaining over 100 users.

Portal Software - Cupertino, Ca.

Sr. Manager Release Engineering, tools & Computing Services (1999 - 2001)

* Managed a team of 8 employees. Team of 5 System Administrators focused on supporting the UNIX and Windows server environment for software developers, Quality Assurance and Customer Support organization. Liaison interaction with corporate IT group to plan Engineering expansion in Europe, Asia and Sacramento. In addition, 3 tool developers focused on supporting bug tracking system (Remedy) and SCM tools tailored to fit each development group’s unique project requirements and plans.
* Designed and implemented the next generation web interface to enable customer access to custom interface based on acquired software quickly and efficiently.
* Demonstrated systematic approach to implement automation, reducing turn around time to customer escalations.
* Inspired cooperation and team spirit to maximize successful output from a team of 4 Release Engineers focused on product component builds and final packaging of close to 20 products in parallel.
* Established a collaborative task force to gather requirements and evaluate multiple SCM tools to respond to engineering organizations multi-site development process needs.
* Coordinated schedules and worked closely with Project Management to deliver products to customers.

**ED U C A T I O N & C R E D E N T I A L S (** M **O S T R E C E N T )**

**In Progress** SalesForce Administration/ – Trail head courses (on line)

Salesforce Basics / Data Modeling / Data Management

2020 Scrum Alliance Master CSM Certified

2020 PAHM Certification (Professional, Academy for Healthcare Management)