Kiran Kumar Chittampally
Salesforce Release Manager
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PROFESSIONAL SUMMARY:

Salesforce Release Manager, with 8 years of experience in Salesforce with 4 years of experience in Salesforce development environment.

Experience in working with the customers in providing solutions to them on the issues and sprint planning.

Worked as a SPOC for all the Release activities and deployments.

Provided training to the team on various concepts of SFDC, Devops.

Panel member for resource acquisition based on the requirements and customer needs

Delivered Releases as per the plan and schedules without any delays and escalations.

Delivered solutions for global projects in deferent domains like Health care Insurance, Services and banking.

With strong Release management and deployment skills.

Ability to interface between Development and Testing Teams to ensure execution of Releases.

Exceptional problem-solving skills and ability to find creative solutions to issues.

Excellent leadership skills to train others how to carry out the numerous processes that are needed.

Planning and scheduling the release cycle and implementing.

Worked as a Release Lead in ROCHE Diagnostics, Germany as part of onsite visit.

SKILLS:

- Copado
- Salesforce Deployments with GIT, Bit Bucket, Source Tree, Auto Rabbit, JIRA
- Change Sets, ANT Tool, Eclipse IDE.
- Salesforce Release Management
- Salesforce Administration, Apex Development and Lightning, LWC, Vlocity, CONGA
- Experience in Einstein Analytics
- Salesforce Configurations &Customizations: Workflows, Validation rules, Custom Settings, Reports, Dashboards, Data Loader, Process builder, Approval Process, Visualforce and Test classes

EDUCATION:

M.B.A. – Osmania University, Hyderabad.

EXPERIENCE:

- Working as a Release Manager in S&P Global from March 22 till date.
- Worked as a Sr.Software Engineer in Legato Health Technology from Sep 20 to March 22.
- Worked as a Sr.Software Engineer in Tech Mahindra from May 18 to Aug 20.
- Worked as a Software Engineer Vertex Offshore Pvt.Ltd from June 14 to May 18.

Project #1:

Client   **: RAPTORS (ANTHEM Inc..)**
Team Size **:** 15+
Domain   **:** Health Care and Insurance
Role   **:** Release Manager
Technologies **:** Salesforce, Vlocity and Devops,AUTORABBIT

Description: Anthem, Inc., is a provider of health insurance in the United States. It is the largest for-profit managed health care company in the Blue Cross Blue Shield Association. As of 2018, the company had approximately 40 million members. Anthem is ranked 29th on the Fortune 500. Prior to 2014, it was named WellPoint. In this project we enhanced different applications developed in salesforce Sales, Service, Partner portal

Responsibilities:
- Worked as SPOC for deployments in Raptors project.
- Worked with Project Owners, B A, Scrum teams.
- Involved in planning, execute, develop, deploy and testing phases of User stories in Agile methodology.
- Responsible for the delivery and development of the project.
- Responsible for branches and sandboxes creation.
- Quality Centre track and audit on Code developed by team
- Responsible for commits, Merges, Rebase of Code, Refresh of Sandboxes
- Responsible for providing solutions to the team for the issues while committing.
- Handling Defect Management of User stories
- Track and report project progress and status. Initiate escalation of issues as appropriate to ensure timely resolution.
- Manage Project Internal audits.
- Solution to the issues for the offshore and onsite team.
- Provide timely solution to the customers and internal stakeholders of the project.
- SPOC for release activities for the project.
- Manage Daily status meeting to discuss about the workload, performance improvement and issues.
- Responsible for User stories stages from Creation till closed.

Project #2:

Client   **: ROCHE Diagnostics**
Team Size **:** 100+
Domain   **:** Health and Insurance
Role   **:** Salesforce Release Lead
Technologies **:** Salesforce and Devops

Description: Roche Diagnostics is a diagnostic division of Hoffmann-La Roche which manufactures equipment and reagents for research and medical diagnostic applications. In this project we enhanced different applications developed in salesforce Sales, Service, Partner portal

Responsibilities:
- Worked as Lead and SPOC for one module
- Responsible for the delivery and development of the project.
- Responsible for branches and sandboxes creation.
- Quality Centre track and audit on Code developed by team
- Responsible for Commits, Merges, Rebase of Code, Refresh of Sandboxes
- Responsible for providing Solutions to the team for the issues while committing.
- Track and report project progress and status. Initiate escalation of issues as appropriate to ensure timely resolution.
- Manage Project Internal audits.
- Solution to the issues for the offshore and onsite team.
- Improving the process and held meetings with the customers for approvals and implemented changed process during onsite visit.
- Provide timely solution to the customers and internal stakeholders of the project.
- SPOC for all the deployment and release activities for the project.
- Commits using GIT
- Manage Daily status meeting to discuss about the workload, performance improvement and issues.

Project#4

Project Name	:	**bSure 4.0**
Client	: Nestle	
Technology	: Saleforce.com, Force.com IDE, Apex language	
Duration	: Sep 2017 to Apr 2018	
Role	: Salesforce Developer Lightning	

Description: bSure is a Force.com application on the AppExchange of Salesforce.com that was created by Vertex. bSure is a solution used by the Credit and A/R Department of companies to automate and streamline the customer credit review process. It helps organizations assess and manage the credit worthiness of its customers and enables near real time critical business decision-making by providing visibility into customers. bSure helps in making credit evaluation function highly efficient and minimizes organizations financial risks.

Responsibilities:
- Written Apex Class, Triggers and Visual Force Pages
- Written Test classes for Unit Testing
- Created Reports and Dashboard based on user requirement.
- Involved from Requirement gathering Phase.

Project#3

Project Name	: Digital Catalog (DC)
Client	: Procter & Gamble
Technology	: Saleforce.com, Force.com IDE, Apex language
Duration	: Feb 2017 to Sep 2017
Role	: Salesforce Developer

Description: The Procter & Gamble Company, also known as P&G, is an American multinational consumer goods company headquartered in downtown Cincinnati, U.S. Its products include pet foods, cleaning agents, and personal care products. Digital Catalog is to consolidate the information of more than 2500 B2C digital asserts across 100 brands all over the world. DC application has around 400 users. Digital catalog deals with the sites of P&G.

Responsibilities:
- Created Workflow rules and Approval process
- Designed table, summary, matrix Reports and Dashboards.
- Written Apex Classes, Apex Triggers and Visual force pages.
- Implemented Process Builder for updating record.
- Data uploaded through Data Loader.
- Handled Support issues.
- Solved many cases sent by clients.

Project#5

Project Name	: **Vertex Service CRM**
Client	: Vertex
Technology	: Saleforce.com, Force.com IDE, Apex language
Duration	: May 2016 to December 2016
Role	: Salesforce Developer

Description: Vertex Service CRM is a Service cloud application which deals with project support Process in Vertex. Three modules of this app are Case Management, Project Management, and Billing. This Application simplifies the support ticket handling process. This application can redirect the case to resolver without intermediate person, if all the related information exists. For every stage in case, project manager and related people will get remainders/Notifications. Project Billing information is also stored in Vertex Service CRM.

Responsibilities:
- Involved in Case Management, Project Management.
- Written Apex Classes, Apex Triggers and Visual force pages.
- Experience in Workflow Rules and Approval Process.
- Handled Support issues.
- Solved many cases sent by clients.

Project# 6

Project Name   : **Portfolio**

Client   : Procter & Gamble

Technology   : Saleforce.com, Force.com IDE, Apex language

Duration   : Aug 2015 to March 2016

Role   : Salesforce Developer

Description: P&G Portfolio is using a "ONE Portfolio Data" Excel to maintain their product categories across different business units such as Fabric & Home Care, Baby, Feminine & Family Care, Beauty Care, and Grooming & Health Care. The information on each product category and its multiple subcategories is stored in the Portfolio Excel. In order to track product shipment details, P&G uses information from four different Excel files (Portal Data, PiPo, FC GCAS, and WOM) along with a Master Data sheet for adding or editing information. Through our proposed solution, we will deliver a user-friendly, web-based application that will enable business process automation and make it more streamlined. The primary objectives of our solution will be to minimize the manual effort and facilitate faster processing and generation of reports.

Responsibilities:

- Written Apex Classes, Apex Triggers and Visual force pages.
- Data uploaded through Data Loader.
- Handled Support issues.