

Nilesh Deshmukh

Salesforce Admin DevOps Engineer

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OBJECTIVE

- **Certified Salesforce Administrator**, expert in Data Analysis, Data Migration and Customization in Sales and Service Cloud Lightning experience for 3+ years.
- Administration tasks and customization. Versatile team player, recognized willingness to learn. Excellent Verbal and Written Communicator with very good interpersonal skills. A skilled problem identifier and trouble-shooter.
- Overall 8+ years of **IT experience in DevOps, development, enhancement, automations, vulnerability management, implementation of CI/CD pipelines and Database.**
- Good Experience in **Banking Domain.**

PROFESSIONAL EXPERIENCE

BNY Mellon Technology Pvt Ltd.

Sr. Platform Engineer, May 2024 – Present

- Working with application teams **to remediate QualysScan and AppSec vulnerabilities** generated through VMAD tool.
- Onboarding any new applications to IDIP and maintain them.
- Gathering data from application teams, business teams, vendor, etc. **to work on Architecture diagrams** for the application.

BNY Mellon Operations Pvt Ltd.

Salesforce Admin DevOps Engineer, October 2019 – May 2024

- Strong understanding of **Salesforce Classic** and **Lightning Experience**.
- Worked closely with **stakeholders** understanding their day to day business and configuring Salesforce accordingly by building new apps, Objects, Record Types, Fields and Page Layouts on **Sales** and **Service Cloud**.
- Good understanding of **Requirements Gathering**, converting them into **Functional Requirements**.
- Proficient in using different automation processes like **Process builder, Workflow rules, Flows** and **Approval Processes**.
- Proficiency in SFDC configuration like **Profiles, Roles, User Management**.
- Developed, customized and created **Reports** and **Dashboards** based on the business data.
- Expertise in **Force.com** migration tools like **Data Import Wizard** and **Data Loader**.
- As a DevOps Engineer worked on **setting up of environments, installations** of the required software's.
- Responsible for writing **Docker files** and containerize the applications using Docker for **deploying into environments (AppEngine)**.
- Plan and track activities involved for **build** and **Deployment using JIRA**.
- Writing Docker file for the Application in coordination with the Product Dev Team.
- Hands-on experience on **AppEngine commands** for deploying, scaling, monitoring the applications in AppEngine.
- Configuring **.Gitlab-ci.yml** file for CI/CD pipelines as per the requirement.
- Troubleshooting of build and deployment issues.
- Setup/monitor the application using **AppDynamics, Splunk**.
- Involved in **monitoring builds, break/fix management, issue tracking**, identifying and resolving wide variety of build-related issues for different applications.
- Automating processes as per the business requirement using **Automate tool**.
- Hands on experience on **Copado** tool used for deploying Salesforce components.
- Creating INCs/RFCs in **ServiceNow** and working on the implementation.

Infosys Ltd. (Westpac Bank Corporation)

Senior Systems Engineer, October 2015 – September 2019

- Successfully implemented **DevOps CI/CD pipeline** under the agile methodology for the 25,000 custom top code components across Finance and HR domain for Oracle EBS application, reducing the lead time for deployment by 75%, meeting all the SOX compliances.
- **Migration of Oracle Apps code components** from the version control tool **IBM's Clear case in UNIX to Bitbucket**.
- Setting up **GIT based Code** repository with restricted access levels throughout the **Bitbucket** and appropriate Setup of Approvals.
- Integration of **Jenkins with Bitbucket** and creation of Build jobs.
- Using Jenkins and Shell scripting for Continuous integration and Continuous deployment of artifacts in Artifactory and code across different test and production environments.
- Strategizing a backup plan in case of failed deployments. **Conducting Knowledge sharing sessions of DevOps flow for the entire offshore and onshore team** and **documenting** the entire process and user guide with Knowledge management tools like Confluence.
- Developed a Load Testing and Batch processing web application in **Oracle Application Express** which includes the design of submission screen and a Real Time Dashboard indicating the statuses of various programs and the functionality of printing the report of the whole process thus saving manual effort in running the process and ease in the usage.
- Developed Inbound and Outbound **Data interfaces in PLSQL for Finance domain** and automated them with Unix Shell scripting and scheduling them for Production Run with the use of **Control-M automation tool**.

Infosys Training, Mysore

October 2014 – September 2015

- **Generic Training:** Focus areas were Java, Data structures, RDBMS and SQL.
- **Stream Training:** Focus areas were Programming in PL/SQL, Unix Shell Scripting, Oracle SQL, Reports and Workflows.

EDUCATION

MSSCET, Jalna

Master of Engineering, Aug 2017

Computer Science & Engineering

MSSCET, Jalna

Bachelor of Engineering, Aug 2013

Computer Science & Engineering

ADDITIONAL SKILLS

- **Cloud** - Sales Cloud, Service Cloud, Azure
- **Data Migration** - Data Loader
- **Databases** - SQL Server, Oracle
- **Microsoft** – Excel, Word, Power Point
- **Ticketing System** – ServiceNow
- **Automation** - Process Builder, Workflows, Approval Process & Flows, Automate

AWARDS

Westpac Glory:

Won Glory award from the Westpac Bank Corporation (Infosys client) for the successful DevOps Implementation for the Finance and HR Applications, meeting all the SOX compliances.

Newton Bravo Award:

Won Bravo award (Passion for Excellence) from the Newton Bank (BNYM Subsidiary Bank) for the good work in the project.

Newton WoW Award:

Won WoW award from the Newton Bank (BNYM Subsidiary Bank) as a recognition of good work in Newton Salesforce Product Team for working as Salesforce DevOps Engineer.

CERTIFICATIONS

- **AZ-900 Azure Fundamentals**, Jul 2021
Basic cloud concepts, a streamlined overview of many Azure services, etc.
- **Salesforce Certified Administrator**, Dec 2022
Sales and service configuration, Debugging, Data validation, Configuring user interface, etc.
- **Copado Certified Fundamentals I**, May 2023
This certification introduces Copado and how Copado integrates with repository and covers basic Copado features such as commits, deployments, and promotions.
- **Salesforce Platform App Builder**, Oct 2023
Designed to enhance the skills and knowledge in designing, building, and deploying custom applications, etc.