

JT Mand

LEAD SALESFORCE DEPLOYMENT MANAGER

SUMMARY

Highly experienced Lead Salesforce Release Manager with an exceptional track record of successfully leading and delivering complex changes, new features, and projects that impact company wide operations. Proven ability to manage large user base groups, troubleshoot issues quickly and efficiently. Possesses in depth knowledge of CRM systems such as Salesforce platform, along with expertise in process improvement methods. Hands on experience coordinating efforts across multiple teams internally while also working closely with external partners on release management strategies. Committed to utilizing advanced problem solving skillsets for successful delivery of assignments within highly iterative development cycles.

PERSONAL DETAILS

Dallas, TX

United States Citizen

CONTACT

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(214) 991-5313

WORK EXPERIENCE

Lead Salesforce Release Manager

WELLS FARGO

11/2018 - Present

Manages the Salesforce release process for the organization, ensuring all releases are on time. Develops and implements best practices for release management, including deployment procedures, source control, and versioning.

- Leads and coordinates cross functional teams to ensure successful implementation of releases
- Collaborates with business teams to define and develop new features, enhancements, bug fixes
- Conducts comprehensive release testing to ensure quality of all Salesforce builds
- Provides guidance and support to developers, operations, and other related teams
- Develops automated scripts to facilitate release deployments
- Monitors release performance and resolves any issues that arise
- Conducts release retrospectives to continually improve the release process
- Generates and reviews release reports to track progress and identify areas of improvement
- Ensures releases meet customer and regulatory requirements
- Identifies and resolves conflicts between release requirements, QA, and development teams
- Maintains an understanding of current SF environment and proactively resolves potential issues
- Provides consultation to stakeholders and technical teams to ensuring release implementations
- Tracks and reports on release metrics, such as timeline and scope
- Conducts end user training sessions to ensure customer success
- Documents release processes and procedures to ensure consistency and accuracy
- Manages deployment of applications to production environment
- Evaluates and implements new release management tools
- Creates and maintains product release schedules

Salesforce Admin/Release Engineer

JEMID GLOBAL LLC

02/2016 - 11/2018

Jemid Global LLC is a global IT and recruitment solution firm to individuals and corporations with a focus on Salesforce and educational recruitment. JGL wanted to develop an application called "On-Time" which can; manage customer call registration and tracking, trouble shoot customer complaints, workflow management, asset management, security, reports and dashboards.

- Interacted with business users to gather and document requirements for interface development
- Performed analysis of requirements and designed a solution of customizing standard objects along with other Platform technologies like VisualForce, Force.com API, and Web Services
- Involved in Salesforce application setup and customized apps to match functional needs
- Designed Salesforce Automation based application on Force.com
- Developed Apex classes, VisualForce pages, Batch Apex, Triggers as part of "On-Time" application
- Worked with various objects; Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards
- Developed various Custom Objects, tabs, validation rules, components and VisualForce pages
- Created workflow rules, time-triggered tasks, and email alerts to implement business logic
- Customized email templates, approval processes, page layouts and defined approval actions
- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers better utilize Salesforce as a sales tool and configured various Reports for different user profiles

Salesforce Admin/Release Engineer

DIGNITY HEALTH

08/2013 - 02/2016

Dignity Health is a California based non-profit corporation that operates hospitals and ancillary health care facilities. Dignity Health implemented complex Salesforce CRM applications to manage their huge Patient Data, which provided real time, global business visibility by reducing the usage of multiple systems to track down the business.

- Closely worked with Salesforce consultants while implementing solutions for requirements
- Customized standard objects; Accounts, Contacts, Leads, Campaigns, Reports and Opportunities
- Created various profiles and configured permissions based on org hierarchy requirements
- Customized tabs for different business users groups and business centers
- Implemented various Custom Reports and deployed them for different business user levels
- Used sandbox for testing and migrated code to deployment instance after testing

EDUCATION

Bachelors in Computer Science

UNIVERSITY OF TEXAS AT DALLAS 2013

2013

SKILLS

Salesforce Administrator, nCino, UrbanCode Deploy, AutoRABIT, Copado, Data Loader, Jenkins, GIT, ServiceNow, JIRA, Pac2000, Microsoft Dynamics, Confluence, Flosun, Gearset, Microsoft Azure Cloud, AWS, Linux, Windows Server, WorkDay, Teams, Webex