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**SAMBA SHIVA.K**

**Professional Summary:**

* Technically driven and meticulous IT professional with 12+ years of experience in analysis, design and development, Support of CRM and web-based applications, which includes 10+ years in Salesforce.com platform, serving in a variety of capacities including Release Manager, Administrator and Solution Architect.
* Extensive expertise in Salesforce release management methodologies and best practices, as well as proficiency in administrative tasks encompassing both Agile and Waterfall approaches.
* As a Release Manager, led the release management process for multiple Salesforce projects, ensuring smooth and efficient deployments across development, test, and production environments. Excelled in planning, coordination, risk mitigation, and communication, enhancing project success.
* As a Salesforce Administrator, adeptly configured, automated, and overseen Salesforce systems, prioritizing data accuracy, offering user support, and facilitating seamless integration. Excel in generating insightful reports, delivering effective training, and fostering collaborative efforts to enhance Salesforce for optimal results.
* Implemented Continuous Integration and Continuous Deployment (CI/CD) pipelines by utilizing tools like Copado, Gear set, and Jenkins, while also enhancing deployment processes. Managed deployment operations effectively by using Salesforce CLI, the Ant Migration Tool, or third-party deployment solutions such as Copado, Gearset.
* Proficient in using Git (Gitlab, GitHub, Bitbucket) for source code and metadata version control, ensuring accurate tracking and management of changes.
* Experienced in Salesforce Development Experience (DX) for source-driven development, scratch orgs, and package-based development.
* Maintained comprehensive release documentation, including release notes, deploymentplans, and configuration records.
* Developed rollback strategies and contingency plans to address unexpected issues during deployments. • Created and customized different objects, Fields, page/search/compact layouts, Record Types, Lightning pages, Formulas and validation rules.
* Automated business process using configuration tools like Workflow rules, Process Builders, and Visual flows.
* Implemented sharing and security for the whole organization using platform features like profiles, roles, permission sets, OWD and criteria/ owner-based sharing rules.
* Experienced in creating custom settings, custom metadata to easily configure parameters which can be different from org-to-org
* Experienced in working on platform events
* Experienced in installing Salesforce AppExchange Apps.
* Experienced in using different data tools like Apex Data Loader, Force.com Import Wizard and workbench
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

**Technical Skills**

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| Programming Languages | C, Java, Apex |
| WEB Programming | HTML, JavaScript, CSS, JSON, XML, YAML |
| Databases | SQL, SOQL, SOSL |
| ETL Tools | Apex Data Loader, Dataloader.io, Force.com Export & Import Wizard |
| Development IDE’s | Eclipse, Sublime Text, Visual Studio |
| Version Control Systems | Bitbucket, GitHub, Gitlab |
| Deployment Tools | GitHub desktop, Source Tree, ANT Migration tool, Workbench |
| CI/CD Tools | Copado, Jenkins, Bamboo, Autorabit, Gearset, Flossum, Gitlab CI/CD |
| Development Methodologies | Agile, Waterfall |
| Project Management Tool | JIRA |

**Professional Experience**

**Deliote, United States March 2017 – September 2023**

**Sr Consultant**

**Project 6:**

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| **Client** | **Siemens** |
| **Location** | **Dallas, TX** |
| **Project Title** | **Siemens Sieportal** |
| **Role** | **Salesforce Release Manager/DevOps Lead** |
| **Platform** | **Copado, Mulesoft, Marketing Cloud Personalization, Gitlab CI/CD Pipeline, SonarQube** |
| **Duration** | **December 2021 – September 2023** |

**Role and Responsibilities:**

* Led end-to-end release management for Salesforce integrated cloud-based platforms and multiple MuleSoft applications/features, encompassing planning, coordination, and execution.
* Demonstrated expertise in Salesforce release management, Copado deployment strategies, and the establishment of MuleSoft CI/CD pipelines. Implemented Copado CI/CD pipelines, connected Copado with Git, created Copado credentials, Copado Git snapshots, and Copado environments. Performed Copado Bundle deployments by bundling user stories, utilized Copado's recommit feature for large-scale user story migration, and implemented SonarQube for source code analysis for Salesforce.
* Collaborated closely with cross-functional teams to coordinate deployment activities, fostering transparent communication and minimizing disruptions to business operations.
* Designed and implemented effective release processes, meticulously coordinating all release activities to ensure on-time and successful deliveries.
* Played a pivotal role in elevating Marketing Cloud Personalization through oversight of deployments, contributing to the seamless integration of personalized marketing campaigns.
* Managed diverse environments for Salesforce, MuleSoft, and Marketing Cloud Personalization applications, including development, testing, and production environments. Ensured accurate configuration and data synchronization across all environments.
* Developed and maintained comprehensive release documentation, encompassing release notes, installation guides, troubleshooting resources, and deployment procedures to ensure consistency and facilitate knowledge sharing.
* Provided mentorship to junior release engineers and conducted training sessions on release management best practices and tools.

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**Project 5:**

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| **Client** | **Siemens** |
| **Location** | **Dallas, TX** |
| **Project Title** | **Siemens Siesales** |
| **Role** | **Salesforce Release Manager/DevOps Lead** |
| **Platform** | **Copado, Marketing Cloud Personalization, PMD** |
| **Duration** | **September 2019 – November 2021** |

**Role and Responsibilities:**

* Orchestrated successful software releases, coordinating cross-functional teams, setting release goals, and ensuring strict adherence to timelines.
* Proficiently managed Salesforce deployments across diverse environments using Copado, optimizing release processes for efficiency and accuracy.
  + Implemented Copado CI/CD pipelines.
  + Connected Copado with Git and created Copado credentials, Copado Git snapshots, and Copado environments.
  + Conducted Copado Bundle deployments by bundling user stories.
  + Utilized Copado's recommit feature for a large set of user story migrations.
  + Implemented Static Code Analysis (SCA) with PMD within Copado.
* Designed and implemented measurement mechanisms to track change initiative progress and effectiveness, facilitating data-driven decision-making.
* Collaborated extensively with PMO teams, product teams, IT departments, and centers of excellence to manage features, prioritize tasks, scope releases, and establish schedules.
* Configured integration settings across development, testing, and production environments, facilitating comprehensive end-to-end system regression testing in collaboration with the QA team.
* Designed and executed release processes, meticulously coordinating release activities to ensure punctual and successful deliveries.
* Managed the release pipeline, automating release procedures, configuring pipeline settings, and closely monitoring release progress.
* Evaluated pertinent performance metrics to gauge IT resource performance and initiated process improvements as needed.
* Played a key role in a cross-functional team supporting senior leaders in transformative efforts, managing change activities, and securing change advisory board (CAB) approval for application code.
* Continuously assessed performance metrics against established critical success factors, taking corrective actions to enhance processes and streamline operations.
* Maintained a high-level overview of process execution, ensuring alignment with the organization's culture and ITSM strategy while fostering effective coordination among teams.
* Managed software deployments across various environments, from testing to production, with a focus on minimizing downtime and mitigating risks.
* Incorporated measurement mechanisms to monitor the progress and impact of change initiatives.
* Collaborated on feature development, prioritization, release scoping, and scheduling across multiple teams and portfolios to optimize project outcomes.

**Project 4:**

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| **Client** | **Sonexus** |
| **Location** | **Lewisville, TX** |
| **Project Title** | **Connect Source** |
| **Role** | **Salesforce Release Manager, Salesforce Administrator** |
| **Platform** | **Gearset, Jenkins, Azure Devops, Health Cloud** |
| **Duration** | **March 2017 – August 2019** |

**Role and Responsibilities:**

* Implemented Jenkins CI/CD, Gearset CI/CD, and Azure DevOps CI/CD to automate the deployment processes.
* Managed the release pipeline, including automating release processes, configuring the release pipeline, and monitoring release progress.
* Migrated client-owned unmanaged package based on Health Cloud to a Managed Package, resolving multiple coordination issues with teams.
* Worked as a Salesforce administrator and implemented various features:
  + Enabled email-to-case and email services for automatic case creation from customer emails.
  + Configured case assignment rules and auto-response rules.
  + Created a service console application for support agents.
  + Implemented a custom sharing mechanism for case assignment based on zip codes.
  + Calculated turnaround time for case stages.
  + Created a data model matching the client's legacy system and migrated the legacy system application to Salesforce.
  + Implemented assigned user stories using platform features.

**Tech Umbrella, India February 2016 – March 2017**

**Sr Software Engineer**

**Project 3:**

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| **Client** | **Mobile Ware** |
| **Project Title** | **Customer Service Platform** |
| **Role** | **Release Engineer, Administrator** |
| **Platform** | **Jenkins, Salesforce Ant Migration tool** |
| **Duration** | **February 2016 – March 2017** |

**Role and Responsibilities:**

* Created new User Accounts and assigned Profiles as per their role in the role hierarchy.
* Manage user access in the system.
* Created SFDC Configurations – Page Layouts, Record Types, Custom Tabs, Custom Objects, Custom Fields, Validation Rules, Formula fields
* Customized Page layouts and picklist values for different Record Types.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.
* Migrated data using data loader.
* Used out-of-box functionality around standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Opportunities, Opportunity Products, Quote, Quote Lines.
* Configured case assignment rules and auto-response rules.
* Created apex triggers to solve the business need which cannot be handled using a declarative approach.
* Track metadata updates for each production release
* Perform pre, post-deployment, and data loader activities in SIT, UAT, and PROD environments
* Deploy components using salesforce Ant Migration Tool.

**Global Logic, India December 2010 – February 2016**

**Sr Software Engineer**

**Project 2:**

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| **Client** | **Costa Coffee** |
| **Project Title** | **Customer Experience** |
| **Role** | **Salesforce Administrator/Developer** |
| **Platform** | **Service Cloud, Change Sets** |
| **Duration** | **September 2011 – February 2016** |

**Role and Responsibilities:**

* Implementation with Objects, Sharing Rules, Layouts, Tabs, Validation Rules.
* Customized different page layouts.
* Involved writing apex classes, visual force pages and apex triggers.
* Involved writing test classes.
* Developed complex automated covenant record creation process using salesforce workflow and trigger features
* Developed custom user interface to access all covenant information of an account in one page using visual force
* Documented the requirements and prepared of flow and design charts.

**Project 1:**

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| **Client** | **Google** |
| **Project Title** | **Geographical Information System** |
| **Role** | **QA Analyst** |
| **Platform** | **GIS Atlas Tool** |
| **Duration** | **December 2010 – August 2011** |

**Role and Responsibilities:**

* Expertise in Developing and deploying Maps using GIS tool
* Expertise in Testing the designed maps
* Involved in R&D for loading the Street View onto the satellite images
* Expertise on all the modules like Local Geometry, Intersections, Geocodes etc

**Certifications**

* Salesforce Development Life Cycle and Deployment Architect
* Salesforce Data Architecture and Management Designer
* Copado Consultant
* Copado Fundamentals I
* Copado Fundamentals II
* Salesforce Advanced Administrator
* Salesforce Administrator
* Salesforce Platform App Builder
* Salesforce Platform Developer I
* Flossum Certified Professional

**Education**

* B-Tech (Information Technology) from JNTU Hyderabad.