Vivek Aghao

- Salesforce Release Manager/ ReleaseEngineer.
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Professional Summary:

- Post Graduate (MBA) in Information Technology and Bachelor of Engineering in Electronics and Telecommunication with 8 years of IT Experience majorly worked on the Salesforce.com platform as Salesforce.com administrator & release manager.
- Experience includes all salesforce release activities & applications support and salesforce enhancements whenever required .
- Take ownership of salesforce.com application delivery, release and deployment to production using copado and Azure DevOps.
- Spin up and refresh of sandboxes and users permissions, deploy the changes to the multiple sandboxes and Production.
- Hands-on experience on Copado for the Salesforce deployment and environment sync up, Implemented a standardised deployment schedule that delivers hotfix, minor, medium and major releases.
- Ensured all security and compliance guidelines for application release candidates are met.
- Implemented a standardised deployment process, pipelines that deliver major releases and minor enhancements.
- Set up, monitor and maintain all Salesforce.com sandboxes, including creating and synchronising sandbox metadata.
- Continually work towards making improvements in the build/release process.
- worked as a System Admin, and handled the deployments to various instances, including production using Copado Tool.
- Developed and improved our CI/CD workflow tools and processes.
- Worked on to resolve the user story merge conflicts. Promote/ back promote changes to higher/lower Orgs.
- Collaborate with a small POD team on Code promotions and resolve the user story conflict-related issues.
- Plan/execution for upgrades, seasonal releases, and multiple projects
- Design & develop DevOps pipeline (CI/CD) in Copado while ensuring the security and stability of Salesforce environments.
- Gather detailed requests for improvements or changes to the system, and implement these changes as appropriate.
- Train new users and grow the Copado skill set across the organisation.
- Excellent Project and Release management skills and a positive attitude
- Owns Environment Management and oversees technical deployment to QA /UAT/Production environment across the system.
- Plan hotfixes and deploy it on production.
- Manage packaging of software for deployment or upgradation. Plan and strategize on Salesforce quarterly releases / upgrades.
- Manage multiple sandbox environments and experience in platform as a service release and deployment using Azure DevOps.
- Facilitate workshops and participate in meetings for project releases, critical updates, support business teams with future release roadmap & related activities.
- Manage packaging of software for deployment or upgradation. Plan and strategize on Salesforce quarterly releases / upgrades.

- Follow customer support application build, test, and deploy activities practices and ensure adherence to quality processes & work with business on high priority, time critical business exigencies highlighted by various business teams related to deployment; support application build, test, and deploy activities
- In depth technical knowledge industry standards, best practices in areas of Salesforce Implementation, Consulting, Administration and Support & release activities.
- Primarily worked in creation of Profiles, permission sets Roles, Workflow Rules, Lightning Process Builder, Salesforce object relationship, Users, Business processes, Record Types, Page Layouts, Reports and Dashboards Validation Rules, Role, OWD Security Implementation, Case Management, Email to case, Web to case, Case Escalation, Data Import Wizard, Apex Data Loader, Entitlement process management, implementation of Milestones and Performed user & administration training sessions for business users.
- Involved in all phases of software development life cycle(SDLC), which includes requirement gathering, requirement analysis, functional design, implementation and enhancement of projects in the salesforce ecosystem.
- Worked on various salesforce.com standard objects like Accounts, Contacts, opportunities, lead Products, Price books, Cases, Campaigns, Reports and Dashboards. Have in depth Knowledge and understanding of CRM business processes like, Case Management, Campaign Management, Lead Management and Account Management. Expertise in SFDC Administrative tasks like creation of Profiles, Roles, Users, Page Layouts, Workflows, Process builder, Validation rules, Reports, Dashboards. Expert in generating and analysing Custom reports and Dashboard for management and various business unit personnel to provide detailed information on key performance indicators.
- End to end applications development on the salesforce.com platform on Sales Cloud, Service Cloud in different domains.
- Demonstrate sharp, analytical, problem solving, and decision making skills Known as very supportive, positive attitude, a good mentor, reliable and optimistic team member

Experience Details:

Organisation	Designation	Duration
CrowdStrike	Sr. Application Release Engineer -Salesforce	June 2021 Aug 2022
Tech Mahindra limited	Associate Team Lead	Aug 2018- June2021
Net Gyani IT Services Private Limited	Software Engineer	Oct 2014- July 2018

Certifications:

- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce.com Platform Developer-1
- Salesforce Certified Platform App Builder
- Salesforce.com Certified Administrator (201)
- Copado Certified Administrator

Education:

Degree/Diploma	University/Board	Year of Passing
Master of Business Administrator (MBA)	Savitribai Phule Pune University, Pune	July-2017
Bachelor of Engineering (BE)	Sant Gadge Baba Amravati University	Aug–2014
Diploma in Engineering	MSBTE, Mumbai	Feb – 2010

Work Experience :

Programming Language	C, C++, Apex, Visualforce
Web Technologies	HTLM, CSS, Java Script, jQuery
Data Base	My SQL,MS Access
Operating System	Windows 95/98/2000, XP, Mac, Vista, Win7,Win8
CRM	Salesforce.com CRM

Project #: 1

Project Title	CrowdStrike
Designation	Senior Release Manager - Salesforce
Project Domain	Cyber Security.
Duration	June 2021 - August 2022
Solution	Release Management Activities.
Team Size	40+
Environment	Salesforce.com, Production

- Experience on Copado too for the Salesforce environment.
- Worked and manage the change control process for development and release readiness criteria and ensure all changes meet criteria prior to deployment,
- Implemented a standardised deployment schedule that delivers hotfix, minor, medium and major releases.
- Ensured all security and compliance guidelines for application release candidates are met.
- Implemented a standardised deployment process, pipelines that deliver major releases and minor enhancements.

- Set up, monitor and maintain all Salesforce.com sandboxes, including creating and synchronising sandbox metadata.
- Continually work towards making improvements in the build/release process.
- worked as a System Admin, and handled the deployments to various instances, including production using Copado Tool.
- Developed and improved our CI/CD workflow tools and processes.
- Worked on to resolve the user story merge conflicts. Promote/ back promote changes to higher/lower Orgs.
- Collaborate with a small POD team on Code promotions and resolve the user story conflict-related issues.
- Plan/execution for upgrades, seasonal releases, and multiple projects
- Design & develop DevOps pipeline (CI/CD) in Copado while ensuring the security and stability of Salesforce environments.
- Gather detailed requests for improvements or changes to the system, and implement these changes as appropriate.
- Train new users and grow the Copado skill set across the organisation.
- Excellent Project and Release management skills and a positive attitude
- Owns Environment Management and oversees technical deployment to QA /UAT/Production environment across the system.
- Plan hotfixes and deploy it on production.
- Manage packaging of software for deployment or upgradation. Plan and strategize on Salesforce quarterly releases / upgrades.

Project #: 2

Project Title	Volvo Cars USA & Canada
Designation	Salesforce Release Manager
Project Domain	Auto Mobile
Duration	May 2020 - June 2021
Solution	Release Management Activities
Team Size	50+
Environment	Salesforce.com

- Managed Azure DevOps branching strategies with local repositories. Managed release branches for different teams.
- Managed multiple sandbox environments and experience platform as a service release and deployment using Azure DevOps change Set. Ensure deployment using change sets, execute pre & post deployment activities as mentioned by the development team during deployment and hot-fixes.
- Facilitate workshops and participate in meetings for project releases, critical updates, support business teams with future release roadmap & related activities.
- Manage packaging of software for deployment or upgradation. Plan and strategize on Salesforce quarterly releases / upgrades.
- Used Lightning Process Builder to automate business processes by providing a visual representation.
- Migrated data from legacy CRM systems in batch or one-time using Data Loader.
- Created Reports and Dashboards as per the customer requirements.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.

- Imported accounts and contacts data through Import Wizard.
- Worked on data migration from databases to SFDC using Data Loader.
- Creation of Code repositories and promote the code by pull request.
- Upgrade AppExchange applications in the Sandboxes and Production environment
- Build the organisation's role hierarchy by adding the Roles as per the organisation structure and create custom profiles to satisfy the organisation's hierarchy.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Created custom Reports based on business need and associated them to Dashboard

Work on L1 and L2 incidents and provide resolution to complex business requirements

Project # :3

Project Title	Salesforce.com Sales cloud and Service cloud CRM Advisor/World Wide.
Project Domain	Banking /Finance
Client	MasterCard
Duration	Aug 2020 to April 2020
Solution	Salesforce.com Implementations, Administration,Release Management Activities, Support, Data Loader & Reports.
Designation	Salesforce Release Manager
Team Size	30+
Environment	Salesforce.com CRM

Roles and Responsibilities:

- Worked as a Salesforce Admin by providing day to day end user training and support for Salesforce.com users.
- Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
- Worked with the sales operations team, product management team and other stakeholders to capture requirements.
- Worked with functional leads to transform and develop new requirements into design, implementation.
- Conducted requirement discovery workshops to understand user goals and communicate Salesforce technical capabilities and limitations
- Administered and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
- Administer and monitor Salesforce User Licences
- Managed multiple sandbox environments and experience platform as a service release and deployment using Azure DevOps and change Set. Ensure deployment using change sets, execute pre & post deployment activities as mentioned by the development team during deployment and hot-fixes.
- Facilitate workshops and participate in meetings for project releases, critical updates, support business teams with future release roadmap & related activities.
- Manage packaging of software for deployment or upgradation. Plan and strategize on Salesforce quarterly releases / upgrades.
- Used Lightning Process Builder to automate business processes by providing a visual representation.

- Migrated data from legacy CRM systems in batch or one-time using Data Loader.
- Created Reports and Dashboards as per the customer requirements.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.
- Imported accounts and contacts data through Import Wizard.
- Worked on data migration from databases to SFDC using Data Loader.
- Creation of Code repositories and promote the code by pull request.
- Upgrade AppExchange applications in the Sandboxes and Production environment
- Build the organisation's role hierarchy by adding the Roles as per the organisation structure and create custom profiles to satisfy the organisation's hierarchy.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Created custom Reports based on business need and associated them to Dashboard
- Work on L1 and L2 incidents and provide resolution to complex business requirements

Project #: 4

Project Title	3UK Salesforce Sales Cloud & Service cloud Implementation
Designation	Release Manager
Project Domain	Telecommunication
Client Three UK	3 UK
Duration	Jan 2020 – July 2020
Solution	Salesforce.com, Administration, Support, Data Loader & Reports.
Team Size	40+
Environment	Salesforce.com

Project Description:

- Salesforce.com Support was for SFDC CRM administration Support for L1, L2 incidents.
- Users across salesforce.com CRM used to raise incidents / cases for an issue they had. As per the impact an incident used to assign to our team and we had resolved an issue within agreed SLA.

Roles and Responsibilities:

- Resolve Salesforce.com CRM administration support issues.
- Work on L1 and L2 incidents and provide resolution to complex business requirements.
- Work on Workflow Rules, Lightning Process Builder, Salesforce object relationship, Users, Business processes, Record Types, Page Layouts, Reports and Dashboards Validation Rules, Role, OWD, Security Implementation, Case Management.
- Contribute to deployment activities for different SFDC Applications; help team with code repository management activities.
- Involved in Change Management and Incident Management process.
- Contributed to training the team for new projects and on boarding.
- Prepare SOPs, and Training documentation for user training.
- Prepare Daily, Weekly and Monthly Reports for management review.

Project #: 4

Project Title	Master Card Sales cloud CRM Adviser.
Project Domain	Banking & Finance (BFSI)
Duration	Nov 2019 to July 2020
Solution	Salesforce.com Sales Cloud Implementations, Administration, Support, Data Loader & Reports.

Designation	Salesforce.com Administrator
Team Size	15+
Environment	Salesforce.com

Project Description:

Client had traditional sales and Marketing Process for creating and managing Campaigns, Lead and Opportunities. All prospects were captured on legacy systems, Excel sheets and on paper. It was a very complicated process to convert leads to opportunity and close deals. There was no standardised process of deal closure and Quote generation. There was no data at one place and it was spread across different locations and different teams. We at MasterCard proposed the client to implement Sales Cloud for streamline business processes and standardise automated approval of quotes in order to increase lead conversion and sales intern.

At Master Card we have implemented Salesforce.com Sales Cloud Solution for automated lead capture from website, Social Media and Streamline lead conversion process providing record visibility across the teas using Salesforce Security Model. We also implemented sales process which suits client's business process with automated workflows, triggers and Approval process and implemented sales console for providing 360 views of customer's data and real time insights using sales reporting and Dashboards

Roles and Responsibilities:

Worked as a Salesforce Admin by providing day to day end user training and support for Salesforce.com users.

- Worked with various salesforce.com objects like Accounts, Contacts, Case, Reports and Dashboards.
- Worked with the support process, operations team, product management team and other stakeholders to capture requirements.
- Worked with functional support to transform and develop new requirements into design, implementation.
- Conducted requirement discovery workshops to understand user goals and communicate Salesforce technical capabilities and limitations
- Administered and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, cases escalation and email alert.
- Created Profiles, Roles based on Organisation role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Maintained and gave permissions to communication templates based on Profiles.
- Used Lightning Process Builder to automate business processes by providing a visual representation. ♣ Migrated data from legacy CRM systems in batch or one-time using Data Loader.
- Created Reports and Dashboards as per the customer requirements.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.
- Imported accounts and contacts data through Import Wizard.
- Worked on data migration from databases to SFDC using Data Loader.
- Build the organisation's role hierarchy by adding the Roles as per the organisation structure and create custom profiles to satisfy the organisation's hierarchy.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Created custom Reports based on business need and associated them to Dashboard
- Work on L1 and L2 incidents and provide resolution to complex business requirements

Project #: 5

Project Title	ERA Waters Development Sales cloud & Service cloud.
Project Domain	Environmental
Duration	1.5 + Years

Solution	Salesforce.com Sales & Service Cloud Solution, Case management Implementations, Administration, Support, Data Loader & Reports
Designation	Salesforce.com Administrator
Team Size	8-10
Environment	Salesforce.com

Project Description:

The Client wanted to implement Salesforce.com Service Cloud for better customer support and real time knowledge management on cloud. There was manual reporting on customer issues for service Tickets / incidents on legacy ticketing tools, there was no streamline process to resolve the case and data protection across teams in an organisation. The existing system was lagging in terms of Reporting and 360-degree view of customers' accounts and cases. Due to manual process there were no standard SLA's defined to resolve case or service requests in stipulated time.

At Tech Mahindra we have implemented a Service Cloud solution to manage service requests of different types through multiple channels like Web, Phone, and Partner Portal etc. We have implemented Salesforce.com Service Cloud for Case Management, Case Automations, and Case Escalation to different queues in order to support different support processes and view of information to different support groups. In order to provide 360 degree to customer's accounts cases we implemented Case Console with custom components to match client's business process and real time support reporting with manager/ executive Dashboards. Salesforce.com SLAs and Entitlements were implemented for timely and streamlined resolution of service request/case. Created Reports and Dashboards for real time analytics.

Roles and Responsibilities:

- Conducted requirements workshops with customers and gathered requirements for Service Cloud Implementation over phone and web meetings.
- Worked on solution design to map complex business requirements with salesforce.com functionality.
- Implemented Service Cloud Solution Configuration and Development
- Contributed in Unit Testing and System Integration testing.
- Deployment of Salesforce.com solution with the help of Change Set and Migration tools.
- Ensuring Code Coverage requirements are met all the times
- Worked on Reports and Dashboards for real time insights.

Project #: 6

Project Title	Data Migration on SFDC
Project Domain	Hi-Tech
Duration	August 2016 – July 2018
Solution	Salesforce.com Data Loader, SFDC Sales Cloud
Designation	Salesforce.com Admin
Team Size	6
Environment	Salesforce.com

Project Description:

Client had Data stored in traditional system and wanted to migrate data in Salesforce.com for Accounts, Contacts, Opportunities and Billing. Data was very unstable and had duplicate records. Also, client requirement was to schedule data export in batch from Salesforce.com and Store on Local File system weekly at the end of week. At Net Gyani we have firstly analysed complexity of the existing systems provided data migration

strategy. Designed full proof data migration strategy and suggested object modelling. We contributed to data cleaning and removed duplicate records in first step. Latter we enforced validations in Salesforce to prevent wrong data and duplicate records. We scheduled data import and export with streamlined process from Saleforce.com to Local File system.

Roles and Responsibilities:

- Requirement Analysis through interactions and meetings with stakeholders
- Worked on solution design to map complex business requirements with salesforce.com functionality.
- Prepared Data Migration strategy and Data Modelling in Salesforce.com
- Contributed in Unit Testing and System Integration testing.
- Deployment of Salesforce.com solution with the help of Change Set and Migration tools.
- Contributed to Data Cleansing, Data Loading and Exporting.

Project #: 7

Project Title	Data Migration on SFDC
Project Domain	High-Tech
Duration	March 2016– September 2016
Solution	Salesforce.com Data Loader, SFDC Sales Cloud
Designation	Salesforce.com Business Analyst and Administrator
Team Size	5
Environment	Salesforce.com

Project Description:

Salesforce.com Support on was for SFDC CRM administration Support for L1, L2 incidents. Users across salesforce.com CRM used to raise incident / case for an issue they had. As per the impact an incident used to assign to our team and we had resolved an issue within agreed SLA.

Roles and Responsibilities:

Resolve Salesforce.com CRM administration support issues.

- Work on L1 and L2 incidents and provide resolution to complex business. requirements.
- Work on Workflow Rules, Approval Process, Page Layouts, Record Types, Monitor Audit Trail.
- Contribute to deployment activities for different SFDC Applications.
- Involved in Change Management and Incident Management process.
- Contributed to training the team for new projects and on boarding.
- Prepare SOPs, and Training documentation for user trainings.
- Prepare Daily, Weekly and Monthly Reports for management review

Project # :8

Project Title	Salesforce.com CRM Support
Project Domain	BFSI
Client	An imminent education provider in India.
Duration	Oct 2014- July 2016
Solution	Salesforce.com Platform Administration & Support, Data Loader, Reports.
Designation	Salesforce.com Admin
Team Size	5
Environment	Salesforce.com CRM

Project Description:

Salesforce.com Support on was for SFDC CRM administration Support for L1, L2 incidents. Users across salesforce.com CRM used to raise incident / case for an issue they had. As per the impact an incident used to assign to our team and we had resolved an issue within agreed SLA.

Roles and Responsibilities:

- Resolve Salesforce.com CRM administration support issues.
- Work on L1 and L2 incidents and provide resolution to complex business. requirements.
- Work on Workflow Rules, Approval Process, Page Layouts, Record Types, Monitor Audit Trail.
- Contribute to deployment activities for different SFDC Applications.
- Involved in Change Management and Incident Management process.
- Contributed to training the team for new projects and on boarding.
- Prepare SOPs, and Training documentation for user trainings.
- Prepare Daily, Weekly and Monthly Reports for management review.

Personal Information

Name	Vivek Aghao
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Current Location	Pune, Maharashtra

Place: Pune

Date: 24/05/2021

Vivek Aghao