SAURABH MISHRA

SALESFORCE ADMINISTRATOR/SALESFORCE RELEASE-DEVOPS ENGINEER

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SALESFORCE PRODUCTS

Sales Cloud

Service Cloud

Health Cloud

Experience Cloud

SALESFORCE CONFIGURATION

Organization Setup

User Management

License Management

Security & Access Management

Object Management

Automation (Process Builder, Lightning Flows)

PROJECT AREAS

- Project Leadership
- Client Collaboration
- Team Management
- Technical Expertise
- Requirement Analysis

SUMMARY

Dedicated Salesforce Administrator and Salesforce Release-DevOps Engineer with a decade of expertise aligning client needs with business goals.

Elevates consulting standards through technical proficiency and deep customer understanding. Committed to crafting reliable systems for operational efficiency and business performance.

Holds total 4 Salesforce certifications, one Scrum & 7 Copado certification.

Brings over 9 years of multicultural experience. Primarily focused on Salesforce offerings such as Sales Cloud, Service Cloud, and Health Cloud. Good knowledge in all phases of SDLC including requirements gathering and analysis through project Design, Development, Testing, Implementation, Deployment, Release/DevOps, and Maintenance. Experience in Administration, Configuration, Implementation and Support of Salesforce CRM applications based on Apex Language and leveraging Force.

EXPERIENCE

Senior Salesforce Administrator/Salesforce Release/DevOps Engineer: IQVIA　　Jun 2020 - Present

Title: IQVA (Health Information Technology and Clinical Research)

Project: DCT Study Hub - Clinical Trial

Role: Project Team Lead as Salesforce Admin/Salesforce Release/DevOps Engineer

Application Overview: IQVIA Study Hub allows you to retrieve information concerning clinical trials that are conducted by IQVIA. It allows project teams to share information concerning studies managed by IQVIA.

The information comes from different sources like Oracle Clinical Trial and delivers ☐les and reports built by our clinical data management systems.
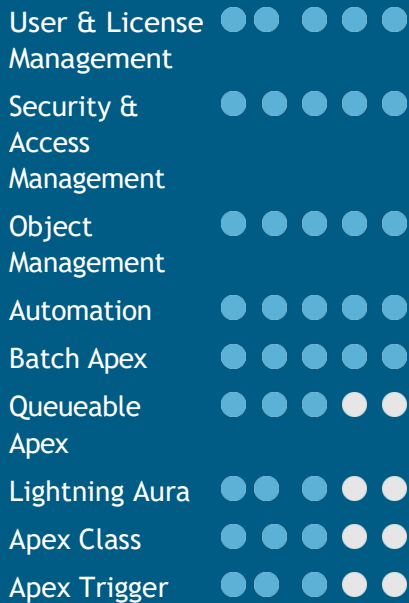
Primary Responsibilities:

As Salesforce Release/DevOps Engineer:
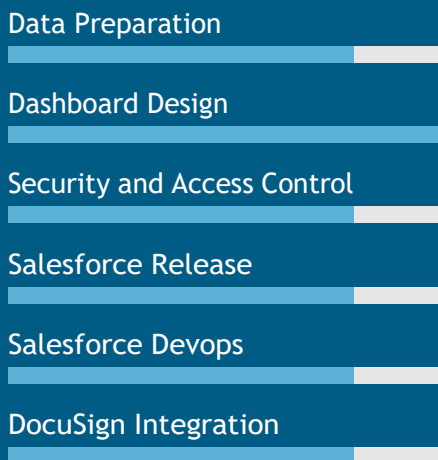
• Proficient in Salesforce Copado, including setup, configuration, and administration.

• Strong knowledge of DevOps principles and methodologies.

• Experience with version control systems (e.g., Git) and code branching strategies.

• Proficiency in continuous integration and continuous deployment (CI/CD) pipelines.

- Stakeholder Communication

SALESFORCE TECH SKILLSET

User & License Management ●● ● ● ●

Security & Access Management ● ● ● ● ●

Object Management ● ● ● ● ●

Automation ● ● ● ● ●

Batch Apex ● ● ● ● ●

Queueable Apex ● ● ● ○ ○

Lightning Aura ●● ● ○ ○

Apex Class ● ● ● ○ ○

Apex Trigger ●● ● ○ ○

SALESFORCE BI SKILLS

Data Preparation

Dashboard Design

Security and Access Control

Salesforce Release

Salesforce Devops

DocuSign Integration

TOOLS

- JIRA
- APPLICATION LIFECYCLE MANAGEMENT (ALM)
- TOP TEAM REQUIREMENTS
- GIT / GIT LAB
- COPADO
- DATA LOADER
- WORKBENCH
- SALESFORCE INSPECTOR
- DataDog
- Splunks
- Salesforce Data management – OwnBackp

• Successfully implemented Copado for Salesforce projects, improving release management processes.

• Managed multiple environments, ensuring seamless integration, and testing of new features.

• Customized and automated deployment pipelines in Copado, reducing deployment time and errors.

• Implemented Copado Compliance Hub for regulatory compliance and audit tracking.

• Managed branching strategies, code promotion, and conflict resolution in Copado.

• Proficient Salesforce Release/DevOps Engineer with a strong background in managing end-to-end release cycles and implementing DevOps best practices for Salesforce projects.

• Managed Salesforce release cycles and deployment processes, ensuring smooth transitions between development, testing, and production environments using DevOps best practices.

As Salesforce Administration:

•Working closely with organizational stakeholders to understand their business requirements and gather and document requirements to translate them into Salesforce solutions.

• Handling stakeholders understand the capabilities and limitations of the Salesforce platform and any relevant security or regulatory requirements.

• Managing and configure our Salesforce platform to ensure that it meets our high standards for lightweight, consistent governance and adherence to industry best practices.

•Managing day-to-day Salesforce administration tasks, including user management, security settings, data management, and workflow automation.

• Ensuring compliance with security and regulatory requirements, including monitoring user access and

• Maintaining data privacy and confidentiality

• Configured and customized Salesforce objects, fields, layouts, reports, and dashboards to meet business requirements.

• Analyzing, troubleshooting, and resolving Salesforce-related issues and provide support to internal users.

• Assist in the design, development, testing, and deployment of Salesforce integrations and customizations.

• Monitor Salesforce performance and identify areas for improvement and optimization.

• Providing training and documentation to help end-users adopt and utilize Salesforce effectively.

• Participating in the planning and execution of Salesforce projects and initiatives.

• Salesforce security and compliance standards, such as GDPR and HIPAA.

• Managed all Salesforce environments (sandbox, QA, production) including documentation, configurations, and customizations. Sandbox and release management including refresh and post refresh activities.

– Data & Metadata.

• Managed Deployment Life Cycle (Production & UAT) using Copado, Docusign, Heroku, Platform Monitoring (Data Dog, Splunk), Salesforce Shield, Salesforce Security & Privacy Accredited.

• Managed org data via Own-backup and Using JIRA and Confluence.

Principle Business System Analysis (Senior Salesforce Administrator)
GLOBALFOUNDRIES

Mar 2016 - May 2020

Title: GLOBALFOUNDRIES (Products: Silicon wafers).

Project: 1: Process Tape-out Service Request. 2: Unified Case Management (UCM)& Bug Tracking System Role: Salesforce Admin/ Development Support and Integration Developer (Dell Boomi).

Application Overview: For this application, the initial would start with getting DRC service requests from PTSR (Process Tapeout Service Request) system and based on these inputs, Waiver collaborator operations in SFDC will be performed. The external system, Mantis, is the source system for SFDC. SFDC will pull all design violation rules and snapshots from Mantis system. Mantis is also a destination system for PTSR, and it will fetch few of the DRC information from PTSR system. AIA is the middleware system for all inbound and outbound requests. Project 2: Unified Case Management (UCM)& Bug Tracking System. Global Foundries uses a multi app single Org model whereby they use this platform to manage their complex business ranging from Opportunity, Device, Account, Customer Engineering apps, Contract management, Case management etc. all in a single production org. They wished to migrate their Unified Case.

Primary Responsibilities:

• Involved in Configuration and customization.

• Creation of Objects, Fields, Relationships, Record Types, Page Layouts,

• Custom Settings, Validation Rules, Email Templates, Workflow Rules, and Approval process.

• Worked on Apex Data Loader.

• Responsible for creating Users, Profiles, Roles and Sharing Settings.

• Responsible for designing Reports and Dashboards.

• Environment using Force.com IDE tool.

•Responsible for preparing Technical Document.

• Involved in the Deployment activity during SIT, UAT and Production phase.

• Maintain data quality by conducting data integrity audits, reviewing reports, and working with data owners to □x issues.

• Developed and maintained documentation on our Salesforce platform, including user guides, training materials, and governance policies.

• Managed all Salesforce environments (sandbox, QA, production) including documentation, configurations, and customizations.

• Managed and support of users and security permissions for all systems.

• Analyzing, troubleshooting, and resolving Salesforce-related issues and provide support to internal users.

• Work as a primary support person to resolve Salesforce issues in a timely manner.

• Demonstrate the ability to problem solve and debug Salesforce based code, configurations, and processes.

• Oversee all administrative functions within Salesforce, including the creation and maintenance of user profiles and permissions.

• Demonstrate Salesforce reporting knowledge and work to assist users and others with this functionality.

PROFILE OVERVIEW

• Proven expertise in Salesforce Release and DevOps with a focus on efficient deployment strategies.

• Over 5 years of hands-on experience in utilizing Copado for streamlined and automated deployment processes.

• Successfully implemented and managed end-to-end release management workflows within Salesforce environments.

• Proficient in version control, branching, and merging strategies to maintain code integrity throughout the development lifecycle.

• Demonstrated ability to collaborate with cross-functional teams to ensure smooth and error-free deployments.

• Expertise in Copado Continuous Integration (CI) and Continuous Deployment (CD) pipelines for Salesforce applications.

• In-depth knowledge of Salesforce best practices, ensuring optimal system performance during and post-deployment.

8. Proactive identification and resolution of deployment issues, minimizing downtime and enhancing overall system reliability.

• Experience in conducting release retrospectives to drive continuous improvement in deployment processes.

• Strong communication skills, both technical and non-technical, facilitating effective collaboration with stakeholders and team members.

• Successfully implemented Salesforce, on-boarding a total of 700 users. Expertise on Salesforce.com Sales Cloud, Service Cloud, Health Cloud and Technologies – Heroku, DocuSign, Splunk, Own backup, Spotfire Data Visualization.

• Expertise on Configuration, Data Modeling, Reports & Dashboards, Developing, Deploying, Migrating and

• Integrating Salesforce.com solutions.

• Knowledge on Software Development Methodologies like Waterfall and Agile Methodologies (Scrum).

• Developed and customizing salesforce.com application based on user needs.

• Received Spotlight Award towards project success from US Stakeholder.

• Experience in developing User Interface, Page Layouts, Tabs, Custom elds, Custom objects, Validation Rules and other object related things and other user permission access.

• Involved in Accounts Merging, maintaining Public Groups. Created Reports and Dashboards as per the customer requirements. Worked on Record Types, Validation Rules, Triggers, and Page Layouts.

• Worked with senior team members to analyze each product and its competitor, to integrate new products, and optimize existing products imported accounts and contacts data through Import Wizard.

• Worked on data migration from databases to SFDC using Data Loader. Build the organization's role hierarchy by adding the Roles as per the organization structure and creating custom profiles to satisfy the organization's hierarchy.

• Firm knowledge of full life cycle software development, system configuration, data setup and ongoing maintenance.

• Deliver detailed design (through data, class, UML and/or data ow diagrams) for feature(s).

• Configured Sales Cloud and Force.com Platform.

• Implemented new enhancements including the creation of custom objects, fields, record types and data duplication etc.

• Maintained technical documentation of design and operation.

• Managed Sales force security including 75-100 roles, profiles, sharing rules, workflows, and groups.

• Develops, deploys, and maintains Saleforce.com reports and dashboards.

• Set up, monitor, and maintain all Salesforce sandboxes, including creating and synchronizing sandbox metadata and appropriate data sets.