

# AVA LIU

## Salesforce DevOps Engineer

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📍 Milwaukee, WI

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## WORK EXPERIENCE

### Salesforce DevOps Engineer

#### Johnson Controls

📅 2022 - current 📍 Milwaukee, WI

- Spearheaded the Salesforce-Azure DevOps Repos integration, reducing deployment times and streamlining version control across seven development teams
- Optimized CI/CD pipelines with CircleCI, cutting build and deployment times by two hours and boosting system reliability during upgrades
- Built and automated infrastructure with Terraform, saving 22 hours per project and minimizing manual configuration errors during setup
- Deployed Kubernetes clusters for Salesforce applications, enhancing scalability and maintaining **99.7% system uptime**

### Salesforce Consultant

#### Rockwell Automation

📅 2019 - 2022 📍 Milwaukee, WI

- Headed Salesforce deployment projects, using Puppet to automate and standardize environment setups for over 23 client systems
- Created custom Salesforce applications using Kubernetes-based microservices architecture, reducing deployment lead time by two weeks
- Implemented Splunk for performance monitoring and logging, improving troubleshooting efficiency for 37 client environments
- Facilitated Salesforce-specific troubleshooting in Microsoft Teams, **resolving critical system issues for 11 teams** in real-time

### Salesforce Administrator

#### Wisconsin Department of Health Services

📅 2016 - 2019 📍 Madison, WI

- Led API testing with Postman to validate integrations with state health systems, ensuring secure and accurate data exchanges for 2,180+ users
- Trimmed manual testing time by creating automated TestNG scripts, **enabling 54% faster release cycles** for Salesforce features
- Managed Salesforce instances and automated metadata deployments using Salesforce CLI, improving deployment efficiency across seven teams
- Collaborated with technical teams via Microsoft Teams to ensure smooth rollouts of Salesforce updates to 508 users

## EDUCATION

Bachelor of Science

Computer Science

**University of Wisconsin-Madison**

📅 2012 - 2016

📍 Madison, WI

## SKILLS

- Azure DevOps Repos
- CircleCI
- Puppet
- Kubernetes
- Splunk
- Microsoft Teams
- TestNG
- Terraform
- Postman
- Salesforce CLI