
DHIRENDRA SINGH

Ghaziabad, India 201012 ♦ 6395045919 ♦ dhirajsingh.singh815@gmail.com

PROFESSIONAL SUMMARY

- Over 10+ years of experience in IT industry comprising of Designing, Building, Configuring and Systems Administration. Good experience in VS code tool, Salesforce DX, CLI, Gearset, Azure DevOps, Changeset, GitHub/GitLab Using for deployment activities.
- Hands on experience on Jenkins
- Having good understanding and sound knowledge about Salesforce Governor limits, best practices, and ability to run code reviews and enforce coding best practices.
- Experience working directly with clients / end-users and stakeholders.

SKILLS

- SCM tools : Github, Gitlab, SVN
- CI/CD tools: Gearset, Azure Devops and Jenkins
- VS code, Data Loader
- SFDX CMD
- Salesforce Admin

WORK HISTORY

Sr. Salesforce Release Engineer., 04/2021 - Current

Cognizant – Noida, India

Roles and responsibilities

- I am working with more than five Teams and three shared prod orgs
- Primary responsibilities include developing software from ground up by working closely with developers and deploying to users.
- Identify and address risks during code conflicts.
- Ensure releases comply with organizational standards and regulations.
- Review and track the progress of change requests
- Ensure governance, compliance, and regulatory processes are followed.
- Document test plans and use cases with the Quality Assurance team.
- Plan and schedule the release of new features and updates.
- Ensure governance, compliance, and regulatory processes are followed.
- Planning, Coordination, and oversight of sprint releases and emergency change requests
- Contributes to the identification of critical business issues, and to the establishment of transformation plans and teams.
- Performed release management duties during Technical Lead four month absence to include: Managing monthly release, Go/No Go call, review of component list, resolution of QA defects, Salesforce Team and Business post release validation.

- Focuses on grasping change management principles and practices to mitigate disruptions during releases.
- Learned strategies to smoothly implement changes, ensuring seamless transitions for users and maximizing the effectiveness of Salesforce deployments.
- Monitor and report on release progress and performance.
- Collaborate with development, QA, and operations teams to ensure successful software releases
- Sandbox environment management.
- Manage and coordinate the deployment of software releases
- All aspects of user and license management including new user setup/deactivation, roles, profiles, permissions, public groups, OWD, sharing rules
- Ensuring release management protocols are followed, and environments are kept up-to-date
- Work with project teams and managers to prepare for releases.
- Provide detailed functional knowledge throughout the development process.
- Primary responsibilities include Build and Deployment of applications into different environments like Dev, QA, SIT, UAT, Preprod and Prod.
- For functional requirements works closely with the project managers, clients to determine the requirements.
- To review user-reported bugs and troubleshooting for each software version release.
- Maintains documentation of the development and the deployment process for both internal use and end user.
- Monitor and perform code integration and resolve merge conflicts in case of any issues.
- Responsible for ensuring the stability of Salesforce platform, environments and releases.
- Responsible for managing the deployments in CI/CD process.
- Works with developers to make sure they have a clear path and process for development, testing and deployments and follow Salesforce best practices for implementing and managing release processes for configuration and code through all environment.

- Packaging the implementation of a release in Git/Azure, merging with upstream work, resolving conflicts, coordinating tasks with development team, maintaining a pre/post deployment checklist and deploying to sandboxes
- Maintains Jenkins shared library, Spinnaker pipelines configurations and pipelines.
- Worked on move the code one branch to another using cherry-pic.
- Providing Git training to New Devs onboarded the project
- Providing Git hub and sandbox access.
- Worked on Refresh sandboxes whenever required.
- Worked on creating release pipelines creation and deploy applications to non-prod.
- Worked on closely mock prod deployment before every and each production deployment.
- Prepared change management plan and implementation plan .
- Manage change control process for development and release readiness criteria and ensure all changes meet criteria prior to deployment
- Create Email Templates, Page Layouts, Record Types, Custom Objects Etc
- Installed the manage package from app exchange in non prod and prod Orgs as per requested the project team.
- Created connected app.
- Providing deployment instructions and provide guidance to our juniors
- worked on troubleshoot and resolved Validation errors during the deployment.

Release Engineer, 04/2019 - 03/2021

Cognizant – Noida, India

Roles and responsibilities

- Primary responsibilities include Build and Deployment of applications into different environments like Dev, QA, SIT, UAT, Preprod and Prod.
- Developed and implemented Software Release Management strategies for various applications according to the agile process.
- Participated in weekly release meetings with Technology stakeholders identify and mitigate potential risks associated with the releases.
- Implementing a Continuous Delivery framework using Gearset, Azure DevOps
- Performed Pre-deployment and Post-deployment activities.
- Prepared the consolidated deployment checklist before every prod Release.
- I have Handled Two different Prod Orgs and Every week performed prod deployment in Both prod orgs.

System Administrator, 11/2015 - 03/2019

Saasfocus – Noida, India

- Administered DNS, DHCP and WINS.
- Configured Group Policy Objects to create secure Windows Infrastructure.
- Created Task Sequences to Deploy Patches for the Production Environment Using SCCM.
- Created user ID's, roles, groups OU's etc.

- In-depth knowledge of SCCM client installation, software distribution, remote control, and other SCCM issues
- Performed Software Packaging and distribution, Software Metering, Software and Hardware Inventory
- Troubleshooting client connectivity and package installation issues by analyzing SMS/SCCM logs.

SYSTEMS ENGINEER , 04/2013 - 10/2015

Sysytem3.net – Nehru Place, India

- Handling Desktop Level problem's on Server's.
- Configure Modem and wifi router,access point and NAS.
- Handling Desktop Level problem's on Server's.
- Managing User Mail Box's on Zimbra Mail server
- Installation of Linux, Unix and Windows Servers.
- Managing & troubleshooting web mail accounts & Mails problem.
- Solving the user's problem remotely using third party software like team viewer, Logmein Ammy Admin.

EDUCATION

PGDCA: Computer Science, 12/2021

Subharti University - Meerut, UP

CERTIFICATIONS

Azure Fundamentals certification (Microsoft Certification ID: 994264856)

COPADO Certified Fundamentals I MP (Copado Salesforce Devops Certification)