**ABHISHEK CHOWDHURY**

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**Mobile: 7602118673**

**Objective**

To use the skills I have acquired and the creativity I have developed in achieving highest levels of excellence in professional career. Want to be a valuable person for a reputed organization where there are ample scopes for development.

**Summary**

* Working in Capgemini India Pvt. Ltd since April 2015 in Senior Software Engineer designation , have completed over 9 years .
* Proficient in applications of versions of Microsoft Office including Microsoft Office 365 –Excel , Word , Powerpoint
* Have worked in Oracle Database and with SQL commands – SELECT, UPDATE, DELETE, INSERT, WHERE , ORDER BY and others in the database applications - Oracle SQL Developer, Oracle Toad for 7 yrs
* Have worked in application maintenance L2 support role for 8 yrs and have worked in incident management role for 5 yrs where done preparation of Incident update and Incident SLA report as per requirement from project management
* Worked with Unix commands and shell scripting in Unix OS for 7 yrs
* Worked in PL SQL development for 1 yr – stored procedure , packages , Cursors , functions , triggers , Records , Exception Handlers

**Competencies Possessing**

* Technologies Known :

1. CORE JAVA (JAVA SE) ,
2. SERVLETS , JSP from JAVA EE .

* DATABASE worked in :

1. ORACLE DATABASE 21C EXPRESS EDITION ,

* ORACLE SQL COMMANDS KNOWN :

1. SELECT , UPDATE ,INSERT INTO , DELETE , SELECT DISTINCT
2. MIN() AND MAX()
3. LIKE operator
4. IN operator
5. AND , OR , NOT operator
6. STORED PROCEDURE
7. JOINS- INNER , LEFT , RIGHT , FULL
8. GROUP BY , HAVING , EXISTS
9. CONSTRAINTS , UNIQUE , PRIMARY KEY , FOREIGN KEY

* UNIX COMMANDS AND SHELL SCRIPTING
* Oracle PL/SQL programming language:

1. Cursors
2. Stored Procedures and Functions
3. Triggers
4. Records
5. Exception Handlers
6. Packages
7. Loops
8. Conditional statements

* APPLICATION MAINTENANCE SUPPORT WORK IN PRODUCTION ENVIRONMENT – L2

1. Working on Incidents , Tickets in service now tool – L2 level support
2. Incident Management
3. Extracting various SLA update , Ticket update reports from service now TOOL
4. Ticket queue monitoring
5. ON CALL support

**Project Working Experience**

I. Organization: **Capgemini Technology Services India Limited**

Duration: **Apr 2015 – Present**

1. Project : Smart Energy Services Platform

Client : E.ON Sweden -electric utility company in Sweden

Duration :01-09-2015 to 20-08-2016

Project Location: Kolkata , India

**Project Description:**

SES Platform [SESP] is a product which tracks asset inventory, manages work order execution, controls material and field service logistics, monitors status and performance remotely and delivers meter values for smart meters.  Every utility company is trying to move their metering system from manual system to Automatic metering system to provide better service to the customer. To achieve this, companies are starting to rollout the old meters to smart meters.SES Platform has evolved from a Smart Meter rollout planning tool into a fully-fledged Smart Meter management system.

**Project Type** : Application Development and Testing based

**Role/Roles performed in the project team/account :**

* *Developer*

**Tasks performed in the role :**

* Fixing of bugs/defects in Java code based on user stories
* Prepared test scripts by Manual testing on client SESP application as per business design
* Running sql queries in production database of client Eon Romania

1. Project : Philips MCM Lighting

Client : Philips

Duration :01-09-2016 to 30-11-2018

Project Location: Kolkata , India

**Project Description:**

Philips MCM Lighting (Marketing Content Management ) project is entirely based on lighting products . It is composed of three applications – STEP , STEA and ADAM . STEP is a Master Data Management tool that stores each and every data about all the attributes of all the lighting products . STEA is a message (pre) processing application performing tasks: 1. Message Processing (can be in any format) 2. Leaflet Generation.  It acts as middleware between the other two applications. From STEP , product information is sent in the form of raw xml including url for images . STEA then processes , filters the xml from STEP through XSLT coding . to form processed product xmls that are sent to online channels like CQ5 , VLT displaying the lighting product details in Philips website . ADAM stores all the data related to the various images and photos of a lighting product and sends the URL or links mapped with the images and photos of a product .

**Project Type** : Application Maintenance based

**Role/Roles performed in the project team/account :**

* STEA Operational Support Developer

**Tasks performed in the role :**

* Worked in Operational activities of STEA team that includes providing solutions if issues in processing of files, solving incidents in ServiceNow.
* Executing SQL queries and PLSQL code in Philips MCM lighting production database
* Executing commands in production environment of application server of Philips client hosted in Unix OS and also prepared shell scripts as per client requirement

1. Project : IKANO

Client : IKANO BANK

Duration :12-12-2018 to 31-12-2022

Project Location: Mumbai , India

**Project Description:**

**Ikano Bank** is a consumer finance bank having its head office in [Malmö](https://en.wikipedia.org/wiki/Malm%C3%B6). Ikano Bank also conducts business from the countries -  [Germany](https://en.wikipedia.org/wiki/Germany), [Poland](https://en.wikipedia.org/wiki/Poland), and Denmark .

Ikano Bank offers loans, savings accounts and partner business supplying sales finance solutions to large retailers, including [IKEA](https://en.wikipedia.org/wiki/IKEA), Ikea is the main business partner of Ikano bank .

Ikano bank works with multiple applications like Storeportal , Multicash , etc .

Store portal is the application of Ikano which provides the online application flows for new loan and card applications. Multicash is an application designed to support cash management decisions, enable secure payment transfers, and provide a link to the accounting / ERP system.

**Project Type** : Application Maintenance based

**Role/Roles performed in the project team/account :**

* CG Run AM Offshore SSO and Business Support Developer

**Tasks performed in the role :**

* Worked in the role of Application maintenance support where have supported four Ikano bank applications
* Have worked on tickets (incidents/requests ) raised by Business users of Ikano
* Did Incident management work where incident details report were extracted from service now and then exported to excel and sent daily incident SLA update report as per requirement from project management .
* Working on SQL commands and PLSQL code in production database of IKANO BANK client in Oracle Toad .
* Executing commands in production environment of IKANO BANK Storeportal application hosted in Unix OS

1. Project : SYNCHRONY

Client : SYNCHRONY FINANCIALS

Client location/Country : USA

Duration :01-01-2023 to 31-12-2023

Project Location: Chennai , India

**Project Description:**

**Synchrony Financial** is an American consumer financial services company with its headquarters in Stamford, Connecticut, United States. The company offers consumer financing products, including credit, promotional financing and loyalty programs, installment lending to industries, and FDIC-insured consumer savings products, through Synchrony Bank, its wholly owned online bank subsidiary.

**Project Type** : Application Maintenance based

**Tasks performed in the project team/account :**

* Worked in the role of Application maintenance support where provided support to Synchrony Financials application and Have worked on tickets (incidents/requests ) raised by Synchrony Financials business users
* Used to monitor pre-created dashboards based on Synchrony application
* Executing commands in production Unix server of Syf(Synchrony Financials) client and also shell scripts

**Academic Qualification achieved**

* B.Tech. in Electrical and Electronics Engineering from **Maulana Abul Kalam Azad University of Technology, West Bengal(**formerly West Bengal University of Technology**)**  with **CGPA: 7.73 (70%)** in the year **2013.**
* Completed class **XII (AISSCE, CBSE)** from Hem Sheela Model School, Durgapur(West Bengal) with **73.2**%.
* Completed class **X (AISSE, CBSE**) from Hem Sheela Model School, Durgapur(West Bengal) with **75.6**%.

**PERSONAL DETAILS: -**

## Name : Abhishek Chowdhury

## Father’s Name : Mr. Naba Kumar Choudhury

## Mother’s name : Mrs. Swarnali Choudhury

## Date of Birth : 10th March 1990

* **Gender : Male**
* **Nationality : Indian**
* **Languages Known : English, Bengali and Hindi**
* **Phone Number : +91-7602118673**
* **Address : 21 , Satyajit Roy Sarani ,**

**City Centre (SAIL Co-operative)**

**Durgapur – 713216 ,**

**State : West Bengal**

**DECLARATION:**

*I hereby solemn declare that all the information given above is true to the best of my knowledge and belief.*

**Dated:** July 7, 2024

Kolkata , India [Abhishek Chowdhury]