DEEPAK PRAKASH

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Phone: +91-8943218783

Location: Bangalore, India

Objective

An able, enthusiastic, skilled, and reliable professional seeking a position that reflects my experience, skills, and personal attributes including dedication, meeting goals, creativity, and the ability to follow through.

Summary

Automation Engineer in HCL Technologies with many years of experience in Scripting & Incident Management, Solution designing and implementation, automation feasibility studies, project delivery and Deployments, functional testing & people management.

Technical Skills

Databases	MySQL, SQL
Tools	iAutomate, CA ITPAM, SNOW, Version Control (GIT), Ansible, Power Automate Desktop
Technologies	AWS, Microsoft Azure, Google Cloud Platform (GCP)
Languages	Python, YAML, JSON, C++, Regex, HTML, CSS, Java, JavaScript
Other Skills	Team management, Organizational Leadership

Professional Experience

HCL Technologies   **March 2021–Present**
Automation Engineer – Senior Analyst

Roles and Responsibilities

- Result oriented and quality focused professional with experience in IT operations automation, PowerShell scripting, Power CLI, Integrations, Automation tool CA-ITPAM, iAutomate, Ansible, Power Automate Desktop, Shell Scripting.
- Providing End to End Automation by integration of ITSM tool and automation tool.
- Automation specialist utilizing CA ITPAM/Ansible and iAutomate to eliminate human error and increase consistency by automate repeatable tasks and processes.
- Specialized in continuous integration of PowerShell with Service now, Active Directory, MSSQL, BIGFIX, AWS, Azure and GCP various other tools.
- Created flows in Microsoft Power Automate Desktop in order to automate the routine and daily works.
- Provide solution to the customer as per the requirement in various domains.
- Good understanding of IT process Management.
- Hands on experience on windows & Linux Server and SQL server.

PICOR NMS (Kozhikode)   **July 2016 – Nov 2016**

Associate Web Developer

- Worked as an associated web developer, in creating and maintaining websites. Handled WordPress for three organizations. Includes tasks such as setting up and customizing WordPress sites, managing plugins and themes, and ensuring the overall functionality and security of the WordPress installations.

- Managed website hosting for three organizations. This involves overseeing the hosting infrastructure, ensuring server reliability, and addressing any technical issues related to hosting.
- Managed admission management portals for two colleges. Include developing and maintaining online portals used for managing student admissions. Tasks may involve creating user-friendly interfaces, ensuring data security, and implementing features related to the admissions process.

Project Experience

- Primary point of contact for:
    - Switzerland based HR provider company
    - US based agricultural cooperative company
    - US based healthcare company
    - Europe based semiconductor retail company
    - European based multinational Steel manufacturing company.

Details:
- Developed advanced version of iAutomate services based on python.
- Worked on the Application Migration activity and configure iAutomate application in HA mode in various domain.
- Handled the incidents/SR's through automate process using iAutomate to avoid the manual intervention.
- IAutomate uses ML/AI/NLP features to identify the most relevant runbooks available in its repository for the issue and identify the most relevant workflow process based on descriptions of alerts generated and triggers the same.
- Integrated ServiceNow with iAutomate to fetch the incidents/SR's details and process the same for resolution.
- Working knowledge on SQL Databases, python, power shell script and ui designing of iAutomate.
- Managed multiple micro services of iAutomate.
- Followed the Agile Software Development method and completing the target and deliverables within defined timelines.
- Integrity and Discretion in handling sensitive information and ensure the Data Privacy at all time.

Education

Master of Technology (2017-2019)	**7.4/10 CGPA**
Cochin University of Science and Technology	
Bachelor of Technology (2012- 2016)	**6.9/10 CGPA**
College of Engineering Cherthala	
XII (2010-2012)	**7.4/10 CGPA**
Kendriya Vidyalaya No.1, Calicut	
X (2010)	**7.4/10 CGPA**
Kendriya Vidyalaya No.1, Calicut	

Certificate

Google	IT Support Professional Certificate [Sep/2020]
Duke University	Programming Foundations with JavaScript, HTM and CSS [Sep/2020]
Rice University	Python Programming Essentials [Jun/2020]

Personal Information

DOB	GENDER	NATIONALITY	MARITAL STATUS
17/10/1994	Male	Indian	Single