

Deshbhushan Patil

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Experience

HCLTech | Nagpur

Software Engineer | 11/2020 - Present

Application Support Engineer / SRE (Tier-0/Tier-1)

State Street Bank – HCLTech | Nagpur, India

May 2021 – Present

Production Support & Stability: deliver end-to-end support for critical US Pricing Applications, managing P1/P2 incidents, Service Requests, and Problem Tickets to ensure financial system integrity and handling Major Incidents.

Observability & Debugging: Leverage Splunk, Dynatrace, Unix, and SQL for deep-dive analysis of fund pricing failures, batch job latencies, and data pipeline dependencies.

Automation Leadership: Serve as the Automation SPOC, Reduced DR execution time from ~3 hours to ~1 hour

(≈67% improvement in failover/fallback efficiency, improved consistency, reduced manual errors)

- Reduced SLA breach tickets from ~10 per month to 0–1 per month

(Improved system reliability through proactive checks and automation)

GenAI & Innovation: Developed internal GenAI POCs (AWS Financial Services Hackathon) for ASM Training Hub, to reduce dependency on SME and centralized hub for SMTDs, KBs and SOPs.

Release & Environment Management: Coordinate with L4/Dev/DBA teams to manage deployments, validations, and cutover activities across Prod, UAT, and DR environments.

Operational Efficiency: Automate routine health checks and data corrections using Python and Power Automate, driving a measurable reduction in manual effort.

Tools: Splunk, Dynatrace, Jira, AAAS(Inhouse automation tool based on ansible), ServiceNow, Power Automate, PyCharm, Eclipse, Putty.

Technical: Unix/Linux, SQL (Querying & Debugging), Python (Scripting), MQ (Message Queuing), Cloud (AWS/Private).

Skills

RCA, SRE, DR, Incident Management, Automation, GENAI, Banking

Education

Birla Institute of Technology and Science

B.Sc. Design & Computing | 11/2025

CGPA: 7.69