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|  | **KARTIK** BEHERA  BENGALURU - IN,  [KARTIK1009@YAHOO.COM](mailto:KARTIK1009@YAHOO.COM?subject=Kartik%20Behera%20CV)  +91-8879-451-355  N 9 0 2 8 9 0 9 [10-AUG-2016 to 09-AUG-2026] |

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|  | **Objective** |

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level DevOps Engineer position. Ready to help team achieve company goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Detail oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

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|  | Education |

## Bachelor of Computer Applications | Academy of Technocrats, Berhampur University

### July 2009 – MAY 2012

BCA under Berhampur University (2012) with **DISTINCTION**.

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|  | Experience |

## Architect | Brillio | JUN 2023 – Till Now

## Sr. Application Engineer (Chat Bot) | Swiss Re | AUG 2021 – JUN 2023

## Applications & Arch Analyst | Unisys | JAN 2019 – Aug 2021

## Sr. Software Engineer | Tech Mahindra | FEB 2017 – OCT 2018

## Software Engineer | CGI Group Inc. | Feb 2016 – JAN 2017

## Sr. Software Engineer | Arctech Systems | APR 2013 – JAN 2016

## Jr. Software Developer | Log E IT Solutions Pvt. Ltd. | Jun 2012 – APR 2013

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|  | Skills |

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| * **MS Azure:** Functions, App Services, Cosmos DB, Azure SQL Server, DevOps, Key Vault, Azure Storage, Azure MAP, Azure App Configuration, Azure Open AI * **AI / Azure Cognitive Services:** Microsoft Bot Framework V4, LUIS/CLU, QnA Maker, Speech APIs, Language APIs, Search Services, Gen AI * **DevOps:** Git, Terraform * **Language:**   .NET 6, C# & T -SQL   * **ORM:**   Dapper, Entity Framework Core | * **Web Technologies:**   ASP.NET Core MVC, Razor Pages, SPA (Angular 9 & 11 & React JS Beginner), Node Js, Typescript   * **Services:**   RestAPI Asp.Net Core, Microservices   * **CSS Framework:**   Bootstrap & Angular Material UI   * **Tools:** Visual Studio, VS Code, Visio, Postman * **Analytics:**   MSBI SSRS & Power BI   * **Architecture & Design Patterns:**   3-Tire, N-Tire, Onion Architecture, Repository, Factory, Adapter, Iterator, Singleton, CQRS, S O L I D Principles. |

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|  | Activities |

## Sage Active GenAI & SCBA Chatbot | SAGE / Brillio

### Jul 2023 – JAN 2024

**Sage Active:**

Build a semantic search service/chatbot whereby manuals, documentation and FAQ’s for Sage Active product would be fed / ingested. A user would then interact with a chatbot in natural language with the relevant responses being returned to the user

**SBCA:**

Build querying capability into the application so that a customer can query their own data whilst on non-desktop devices. There should be a mechanism for queries on mobile to also be reflected on-desktop so that as part of UX, SBCA can assist the customer to continue to build the reports/queries on desktop.

Environment

Azure Blob Storage, Azure Machine Learning, Azure Cognitive Search, Azure Application Insights, Azure DevOps, Azure Functions, Azure Open AI, Azure Key Vault, Bot Framework Service (Azure Bot), Azure App Service, Azure Cosmos DB, Azure App Configuration (Optional), SendGrid.

## YADA ContactOne | Swiss Re

### AUG 2021 – JUN 2023

YADA is self-service products provide quick and easy online solutions, and lead customers to the most efficient support: e.g., 'Yada', the service desk chatbot, 'ContactOne', the Service Portal on ServiceNow/SNOW, and community help on Starmind.

Yada has been built using Azure Bot Framework with Cognitive Services (Language Understanding Intelligent Service - LUIS) and has a layer of custom developed BOT Framework on top of this to provide additional functionalities. Some of the areas that can assist you the use of Self-Service and process automation, we continue to reduce service desk ticket volume. Primarily Yada is running within MS Teams/Web Channel.

Following Product Features are implemented for Yada  
Feature Flag | **Software Queries** | Outage notifications | **Open a ticket** | Attachments via the bot | **List of tickets** | Ticket Status | Update a ticket | Reopen ticket | Resolve ticket | **Create follow up ticket** | **Approvals** | **Broadcasting framework** | **Feedback** | Order things | **On-board New Joiners** | **(Who's Who) Find Colleague Contact Information** | Microsoft To-Do (create task) | **MFA and SSPR Security Status** | Public holidays | Smalltalk's | Language Translation | Calendar Skill | **QnA Maker using SNOW/Starmind Articles** | **Handover to AgentChat**

Environment

.Net core 6, MS Bot Framework 4^, LUIS/CLU, QnA Maker, Language Translator, REST APIs, SNOW, Starmind, Azure Func, Azure Key Vault, Azure CosmosDB, Blob Storage, Graph APIs, Azure AD, Azure Map, Azure Search, Redis Cache, Az DevOps Repo.

## Iris BOT | Unisys

### JAN 2019 – Aug 2021

Unisys IT has developed Iris, a chatbot to help you quickly resolve common IT issues and find answers to frequently asked questions (FAQ) without having to contact the Virtual Service Desk (VSD). The goal is to make it easier, faster and more convenient for Unisys associates while reducing Unisys Service Desk dependency and expense.

Iris has been built using Azure Bot Framework with Cognitive Services (Language Understanding Intelligent Service - LUIS) and has a layer of custom developed Unisys IT BOT Framework on top of this to provide additional functionalities. Some of the areas that Iris can assist you the use of Iris Self-Service and process automation, we continue to reduce service desk ticket volume. Iris is now supporting Brexit in addition to Travel, Security, Zoom, Outlook, Legal, HR, Sales, Finance, Webpay, Service Now, and IT inquiries.

RESPONSIBILITIES

* Involved in designing of system with user team & developed functional specifications.
* Used LUIS along with consistent access to SQL data sources.
* Built Report for various functions that includes refining, retrieving, and displaying of data based on specific search criteria keyed in by the user.
* Cognitive Services, QnA Maker, Speech Recognition, Rich Cards (Adaptive Cards, Hero Cards, Receipt Cards, STT & TTS).

Environment

.Net core 3, MS Bot Framework 4^, LUIS, QnA Maker, Speech to Text, Language Translator, REST APIs, SNOW, Azure Key Vault, Azure Sql Server, Blob Storage, Graph APIs, Azure AD, Az DevOps Repo.

## IrisKM| Unisys

### JAN 2019 – Aug 2021

Microsoft’s QnA Maker enables you to create and maintain a knowledgebase of questions and answers, which can then be published as an Azure service endpoint. The UIT Iris BOT uses multiple QnA Maker knowledgebase when answering associates’ natural language questions, by matching the questions with the best possible answer from the information stored.

UIT have created an easy-to-use web portal, Iris Knowledge Manager (IrisKM), which enables you to create, manage, train and publish your questions and answers to the knowledgebase you have been granted access to, without any developer experience.

This document details the use of the IrisKM Portal to maintain questions and answers in a knowledgebase. A separate document is available detailing the Markdown syntax, which can be used when crafting an answer to a question, together with examples of how it is rendered in Iris.

RESPONSIBILITIES

* Involved in designing the user experience interface UI/UX strategy, UI requirements, converting findings into UI designs.
* Leveraged MVW design pattern to organize Angular components, Custom directives, factories, and views.
* Worked on the REST/Web API to create the services and tested on postman and used in Angular HTTP service calls and bind the data in the to DOM elements.
* Built web pages with responsive UI using Bootstrap 4.
* Used Angular 9 as framework to create a Single Page Application (SPA), which can bind data to specific views and synchronize data with server using Sass, LESS, Bootstrap, Angular 9, Material UI.
* Used Azure DevOps (ADO) for version control and defect tracking.
* Experience in CSS pixel-level layout, Consistency with browsers, Version and Platform Independence.
* Developed REST Services using Dot net Core MVC, Dapper Framework
* Created pages for login using Az AD single sign on, main page containing favorites and page for continuous integration configuration.
* Worked with CSS3 and bootstrap to create responsive web designs for multiple departments/pages.
* Interact with other developers and end users to design and implement new features throughout the framework.
* Prototyped several versions of possible UI approach to provide choices to the business.
* Improved the performance and response time of the application by implementing Lazy Routing.
* Worked with business analysts to understand their business models and goals.
* Used Microsoft Cognitive Services QnA Maker APIs to handle Knowledgebase transactions.
* Build Secured Web API Project using .net core web API.

Environment

REST API, .Net core MVC, Angular 9, Angular Material UI Component, Bootstrap v4, Azure MSAL, Azure Key Vault

## TiBOT | Tech Mahindra

### FEb 2017 – OCT 2018

TiBOT/ChatBot is developed using UCMA 5.0 SDK from Microsoft. UCMA 5.0 supports the development of server side, middle-tier applications targeting Microsoft Skype for Business 2015 and Microsoft Skype for Business Server 2015. TiBOT uses UCMA message handling feature to understand your intent and utterances. Depending upon the same REST APIs are called to handle given request.

TiBOT stands for TIM intelligence BOT where intelligence stands for “the ability to learn and comprehend”

In the coming version, TiBOT will be running on more powerful Advanced Natural Language Processing Machine Learning and will help Associate to raise service request over The HUB (BMC Remedy), solve their issues and help to automate various tasks.

Following BOT Features are implemented for TiBOT

**Approve OR Reject Service Request** | **Book/Cancel/View - Audio/WebEx Bridge**

| **Service Request (Firewall Rule, Admin Rights & USB Access)** | Login Password, Admin & USB access expiry status | Assets allocated info | Reset your Login Password | TIM FAQ(s) | TIM Service Catalogue & Associated SLA/SLN information | **Unlock Login Account** | **Book a Conference Room** | TIM/CIO Service Outage Information | **Machine Compliance (Windows Services)** | **Proactive Messages (SFB)**

RESPONSIBILITIES

* Involved in designing of system with user team & developed functional specifications.
* Created Stored Procedures, triggers, scalar value functions, table valued functions, Views and conditional statements.
* Used LUIS along with UCMA to consistent access to SQL data sources.
* Built Report for various functions that includes refining, retrieving, and displaying of data based on specific search criteria keyed in by the user.
* Cognitive Services, Q n A Maker, Speech Recognition, Rich Cards (Adaptive Cards, Hero Cards, Receipt Cards).

EnvironmenT

SQL Server 2012, Visual Studio .Net, WCF, JSON, UCMA, MS BOT, LUIS, React JS, Node, Typescript, Microsoft Azure, Skye For Business, MS Cognitive Services.

## TEMPO-360 | CGI

### Feb 2016 – JAN 2017

TEMPO is an Environment regulatory system developed by CGI Group which is used by Environment Protection Agency (EPA), which is government’s organization. EPA uses this system to regulate the rules of Environmental Protection and monitor the exploitation or damage to the environment.

It involves various stages including from applying for the permit for setting up an industry to regulating the industry, monitoring the waste products eliminated into the environment.

Environment

C# 4.0, ASP.net, WCF, Oracle, jQuery, Asp.Net Telerik Control, Bootstrap CSS.

## NCL Home – National Chemical Laboratory | Arctech Systems

### APR 2013 – JAN 2016

This system was developed to handle all Admin activities like making An announcement, Posting a Regular or External vacancy, adding RTI details, Approving guest house booking, National Collection of Industrial Microorganisms (NCIM), Scientist Publications, Symposium, replying to online queries posted on NCL India (www.ncl-india.org), user management, role management etc.

Apart from this we created a special module for scientists where scientists can manage their profile and provide details like area of expertise, patents, research themes, center of excellence, research interest and much more.

Moreover, this module was then extended for internal users where they can follow a particular scientist and see his updates like videos, conferences and much more.

RESPONSIBILITIES

* Design and implementation of seamless communication between different modules of the system.
* Built code for the Business Object Layer (BO's) classes using C#.Net. The BO's are responsible for interacting with the database and also hold all business processing logic.
* Developed the classes for the Entity Layer using C#.Net. The Entity Objects are used with the BO's to perform data manipulation operations.
* Used the Telerik Data Grid Component extensively to display, update and delete data in a very professional, consistent, and user-friendly manner.
* Wired the required UI components with the code in the code-behind file using event handlers.
* Achieved data validations in the UI ASP.NET Validation Controls.
* Designed and coded database tables and stored procedures and their interface with front end using ADO.Net.
* Design and development of reports using Telerik Reports

Environment

SQL Server 2008, Telerik, Telerik Reports, Visual Studio .Net, C#.Net, ADO .Net, ASP.Net, AJAX, JQuery, JavaScript and HTML.

## NovaSMART – NOVARTIS | Arctech Systems

### MAY 2013 – DEC 2015

NovaSMART system was developed to help Area / Regional manager’s bifurcate sales territory wise as incentive calculation was done depending on what sale used to happen. Earlier we used to get sales HQ (Headquarter) wise and then it was equally divided by system into number of territories in that system. But as system divided the sales equally, some users had to suffer. So in order to overcome this issue this system was made available to their admin so that they can bifurcate sales accordingly.

RESPONSIBILITIES

* Extensively involved in designing and developing the GUI using Web Forms & Html5.
* Involved in designing of system with user team & developed functional specifications.
* Making business logic component available over the internet by creating Web Services.
* Create Reports using Telerik Reporting.
* Developed code for ASP.NET pages for data retrieval to facilitate information exchange between the Operational Data Store and the data access layer.
* Providing AppCache and LocalStorage feature for IPAD compatible pages using HTML5.
* Designing and Administering Security policies, ASP.NET security infrastructure, .Net role-based security.
* Used ASP.NET Server Objects to define declarative, modular functionality and reused by other ASP.NET pages.
* Wrote Complex SQL statements, Stored Procedures.

Environment

SQL Server 2008, Visual Studio .Net, C#.Net, Framework 4.0 ADO .Net, ASP.Net, Telerik, Ajax, Master Pages, LINQ, Team Foundation Server (TFS), JSON, jQuery, JavaScript and HTML5, SSRS Reports, Telerik Reports for IPad/Tablets