

# Rezon Chakraborty

B.E. Computer Engineering

(M) +91 63513 10323

(E) [rezon.chakraborty@gmail.com](mailto:rezon.chakraborty@gmail.com)

(S) <https://in.linkedin.com/in/rezon-chakraborty>



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*I am a professional, in search of new opportunities, challenges and learning innovative technologies. I would like to use my skills to the betterment of society in general and my organisation in particular. I am overzealous for challenges because, I believe in challenges as opportunities to evolve as a person and are character building."*

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## Academic Qualification

Course	Institute	Year	CGPA
B.E. (Computer Engineering)	Shree Swaminarayan Institute of Technology, GTU	2014-2018	8.36

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## Current Occupation

**Organisation:** Mastek Ltd (Evosys Global Pvt. Ltd. now merged under the name TAIS)

**Title:** Senior Technical Consultant L2 A.I. – Team Leader

**Duration:** 02/2023 - Currently Employed

**Title:** Senior Technical Consultant L1 A.I. – Team Leader

**Duration:** 08/2022 – 02/2023

**Role:** Lead a five – people team, pitch/propose project plans and cost & effort estimations, team management, chatbot development, system integrations, automations, middleware development, develop REST APIs and Serverless Applications, integration with messaging platforms and live chat integration.

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**Organisation:** Mastek Ltd (Evosys Global Pvt. Ltd. now merged under the name TAIS)

**Title:** Technical Consultant – L2 (Innovation)

**Duration:** 08/2021 – 08/2022

**Role:** Chatbot development, middleware development, CI/CD, worked in SCRUM framework, Python, Flask, AWS Lambda & Microsoft Bots Framework.

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**Organisation:** Evosys Global Pvt. Ltd.

**Title:** Technical Consultant – L1 (Innovation)

**Duration:** 09/2019 – 08/2021

**Role:** Chatbot development and business automation.

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### Projects:

- **Derayah Financials:** This is Saudi Arabia's 2<sup>nd</sup> biggest Digital Banking Institution, where I have worked on the Live Agent Integration, Case Creation Automation with Derayah's new Digital Banking Application, and worked on Security Enhancement by Implementing OAuth2 JWT User Assertion used by their InfoSec and Infra team for integration with Oracle CX B2B.
- **Ecumen:** This is the oldest healthcare and assisted living facility in the United States, where I have implemented an internal chatbot which dynamically identifies new healthcare centres and trains the ML model whenever their central data repository (Smartsheet) is updated and provides all the details of these facilities owned by Ecumen using location, healthcare name and information type as entities for NLU resolution. A Vendor chatbot which validates a vendor using email and TAN and provides dynamic invoice, purchase order and outstanding invoices in PDF filtered by a duration using SOAP APIs.
- **Dubai Chambers:** Developed a Leave Management Chatbot which is integrated with WhatsApp and SOAP based Middleware application.
- **KFSH Chatbot:** FAQ based chatbot in Arabic and English languages with WhatsApp channel integration.
- **Evosys Internal Chatbot:** Internal Service Request FAQ Bot with Google based SSHR integration.

- **Capital Market Authority (Saudi Arabia):** Developed Intent based Investor Protection Q&A Chatbot and Human Resource Q&A Chatbot using Oracles NLU in English and Arabic languages with integration into their Share-point Web Portal.
    - *On-site (Riyadh) client exposure* to Project Management and Solution Design activities by conducting High Level Project Requirement sessions, Conversation Design & UX Sessions, User Training sessions and proactively performed production deployment of the chatbots remotely with the customer's production development team.
  - **Ministry of Education (Saudi Arabia):** Implementation of Q&A Chatbot in English and Arabic languages and integration with their e-Tawasul System (Used to track issues raised by parents, teachers, and students of Saudi Arabia) and integration with MoE's On-Premise Information System and Oracle Autonomous Database System.
    - I performed integration of this chatbot with Android, iOS, Twitter, and Web Channels.
    - *On-site (Riyadh) client exposure* to Project Management and Solution Design activities by conducting High Level Project Requirement sessions, Conversation Design & UX Session, Data Mapping Sessions, and Data Flow Sessions and proactively performed production deployment of chatbot remotely with customer production development team.
  - **Charles Darwin University (PBCS):** Chatbot implementation with customised integration with Oracle Hyperion's PBCS module, allowing users to fetch customised budgeting reports based on the combination of period and dimensions, and by deploying it on Facebook Messenger as an end-user channel.
  - **Jewel Changi Airport Chatbot (Singapore):** Implemented a cognitive chatbot over Android and Web Channels that enabled users to use speech as a communication medium to obtain Real-time flight departure/arrival details and location-based suggestions for restaurants, attractions, and shops.
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## Previous Occupation

**Organisation:** eClinicalWorks India Pvt. Ltd.

**Title:** Software Specialist - Data Migration.

**Duration:** 03/2019 - 09/2019

**Role:** I worked in a HIPAA compliant company as a Software Specialist in the Data Migration team, where I actively worked with the databases of US Hospitals and Clinics containing patient clinical and demographic data, whereby, we migrated data from client servers to cloud environment or on-premise network across diverse types of databases (MSSQL, MySQL) and EMR Systems.

- We extracted data from client database, transformed it into standard format and uploaded it into cloud environment using custom scripts developed in Core Java using AWT. Created utilities for performing various migration tasks.
- Performed data migration, data backup and data restoration, data export, executed client calls for data validation, generated exception reports, extracted data, and provided extracted data excel reports to client.

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**Organisation:** Streebo Inc.

**Title:** Associate Technical Consultant

**Duration:** 06/2018 – 03/2019

**Role:** As an Associate Technical Consultant, I created cross platform application modules using JavaScript, IBM's Forms Experience Builder, Cordova and chatbots

- Development and deployment of middleware and RESTful web services using Java JAX-RS Adapters on IBM Bluemix Cloud Platform.
  - Cross-platform Chatbot development and ERP Process Automation with IBM's Watson NLP.
  - Developed dynamic cross-platform application using IBM's Forms Experience Builder and IBM's Digital Experience to design chat bot and ERP Application using the custom application hosted on Android, iOS & Web
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## Projects:

- **Punjab National Bank (Delhi):** National Public Notification module to send dynamic notification based with dynamic logical filters, developed for Android and Web application module using JAX-RS Middleware
- **Celcom Telecom (Singapore):** Developed custom application automation module for Celcom store inspection and evaluation system using IBM Forms Experience Builder and designed Mobile Responsive Cross-Platform application
- **Internal CRM:** Design and development of Procurement Management automation system, Leave Management System with email notification module.
- Chatbot development for Internal CRM system using IBM Watson and integration with Digital Experience ERP system with single application for Cross-platform application and chatbot deployment.

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## Technical Proficiency

**Primary Skills:** Java, JavaScript, Node, Python, Express, HTML, CSS, Redis, MySQL, MSSQL

**Secondary Skill:** Word, Excel, PowerPoint.

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## Workshops/Training Attended

- Studied at Laurentian University, Ontario, Canada as part of International Experience Program, 2017 hosted by GTU.
  - Attended a 2-Day Workshop on Internet of Things at Nirma University, 2016
  - Attended a 15-Day Summer Internship on Web Technologies, 2016
  - Attended a 6-Day Integrated Evening Workshop on Product Design at GTU Innovation Council, 2016
  - Attended a 2-Day Workshop on Certified Ethical Hacking (Integrated Level 1.0 & 2.0) at L.D. Engineering, 2015
  - Attended a 3-Month training in Android Application development at Pratt Muller Skill Development Centre under the Pradhan Mantri Kaushalya Vikas Yojana, 2018.
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## Personal Skills

- Open to accept any challenge.
- Flexible to work in any environment.
- Creative and an out of the box thinker.
- A team player.
- Provide valuable and potentially feasible options.
- Ability to learn on the go.

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## Personal Details

**Date of Birth:** 21<sup>st</sup> February 1997

**Languages:** English, Hindi, Bengali, Gujarati

**LinkedIn:** [www.linkedin.com/in/rezon-chakraborty](http://www.linkedin.com/in/rezon-chakraborty)

**Address:** 39, Sudama Park Co-Op.Hsg.Soc, Nr. Padmavati Nagar, D-Cabin,  
Sabarmati, Ahmedabad – 380 019.

**Hobbies:** Watching Technological Reviews, TV- series  
Reading Tech & Automotive Magazines online, Novels, Books and Gaming.

I, the undersigned, certify to the best of my knowledge and belief, the details mentioned in my resume as stated above correctly describe my qualifications and myself as a person.

(REZON CHAKRABORTY)

Place: Ahmedabad, Gujarat.

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