SATADAL DHARA

Kolkata, West Bengal 711302 | +918336821486 | satadaldhara7@gmail.com | linkedin.com/in/satadal-dhara

---

PROFESSIONAL SUMMARY

Results-driven Automation Architect with expertise in AIOps and infrastructure automation at Tata Consultancy Services. Engineered workflows that reduced incident resolution time by 25%, while enhancing event management through integration with leading tools. Proficient in Python scripting and problem-solving, I align automation initiatives with organizational goals for impactful outcomes.

TECHNICAL SKILLS

Core Competencies: AIOps and GenAI, Infrastructure Automation, Python Scripting, Problem Solving, Solution Architecture, Workflow Optimization

Tools & Technologies: Ignio AIOps, ServiceNow, Dynatrace, Delinea, TWS, Jenkins, Git, Jira

Programming Languages: Python, Shell Scripting

Languages: Bengali (Native), English (Proficient - C2), Hindi (Proficient - C2)

PROFESSIONAL EXPERIENCE

Automation Architect

Tata Consultancy Services | Kolkata, West Bengal
April 2023 - Present

- Engineered infrastructure automation workflows using Ignio AIOps, reducing incident resolution time and volume by 25%

- Integrated Ignio with ServiceNow, Dynatrace, Delinea, and TWS to enhance event management capabilities

- Developed automated workflows featuring proactive monitoring, intelligent alerting, root cause analysis, and self-healing functionalities

- Collaborated with cross-functional teams to align automation initiatives with organizational objectives

- Led solution architecture efforts for enterprise-level automation implementations

Automation Engineer

Wipro | Bengaluru, Karnataka
December 2020 - February 2023

- Developed Python and Shell automation scripts integrated with Jenkins, Git, and TWS, improving firmware testing speed by 10%

- Managed bug tracking via Jira, reducing production defects and improving code quality

- Analyzed execution logs and created actionable reports for continuous process improvement

- Designed and implemented automated testing frameworks for firmware validation

---

EDUCATION

Bachelor of Technology - BTech in Electrical Engineering

Maulana Abul Kalam Azad University of Technology | West Bengal
July 2020
GPA: A

Major Coursework: Electronics/Technicians, Electrical Engineering Fundamentals

---

LINKS

LinkedIn: linkedin.com/in/satadal-dhara

KEY ACHIEVEMENTS

- Reduced incident resolution time by 25% through strategic automation implementation

- Improved firmware testing efficiency by 10% through automation script optimization

- Successfully integrated multiple enterprise tools (ServiceNow, Dynatrace, Delinea, TWS) with AIOps platform

- Led cross-functional collaboration initiatives aligning technical solutions with business objectives