

Abhijit Dutta

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Experience

Ritter Communications – Integration Developer. Oct 2022 – May 2024

- Analyze, design, develop, deploy, manage and support existing and new automation scripts and software systems.
- Handled internal work orders and support tickets.
- Developed and managed Salesforce developments & data custodianship, Google analytics, Meta insights, HubSpot (marketing), Elation (billing), PayNearMe (payments platform), UKG (workforce management), TruVizion (network diagnostics) etc.

Ritter Communications – Application Developer. May 2022 – Oct 2022

- Designed, developed and deployed an Automation tool for provisioning SD-WAN for providing MAN based cloud services.
- Documented, and trained multiple group of internal users on solutions implemented.
- Helped Company saving over \$50,000 from acquiring a provisioning software from the vendor. Improved efficiency by 80%.

Ritter Communications – Network analyst. Jan 2021 – May 2022

- Provisioning, maintaining and troubleshooting various copper and fiber optic based data and voice systems including Nokia Core router, and ONT, Calix ONT, Ciena switch, Cisco switch, Arris and Hitron EMTA, Microsoft MetaSwitch, and Adtran.
- Provided overall operational support to Ritter's customers. Interacted with Engineering, Network Planning, Field Operations, Business Representatives, and end-customers supporting external tickets on a daily basis.

AT&T Communications – Intern June 2020 – July 2020

- Obtained insights on established technologies and enhanced knowledge on routing/switching, 5G technology, broadband, wireless, etc.
- Networked with AT&T employees detailing their experiences throughout the Information Technology, and Communications Industry and interacted with internationally renowned speakers, business executives, and recognized experts.

Education

Arkansas State University Dec 2020

Bachelor of Science in **Computer Science**

Overall GPA: 3.25

Lovely Professional University May 2015

Associates Degree in **Electronics and Communications Engineering**

Overall GPA: 3.43

Projects

Salesforce CPQ Implementation - Ritter Communications Nov 2022 – Dec 2023

- Thoroughly analyzed the existing sales processes and collaborated with cross-functional teams including Sales Operations and Revenue Operations to gather requirements.
- Implemented CPQ to streamline the sales process by bringing the quoting process into Salesforce, and automated product configuration, pricing rules, quote generation, and eSignature using DocuSign.
- Conducted comprehensive user training sessions after User Acceptance Testing (UAT) to facilitate smooth adoption and utilization of the CPQ system.
- Used: Salesforce CPQ, Lightning Web Components, Apex, Triggers, Validations, SOQL, Visualforce, Custom Objects, Approval Process, Flows, DocuSign.

Salesforce CPQ Document Processing - Ritter Communications Nov 2022 – May 2023

- Developed an integration between Salesforce, DocuSign and SharePoint to automate the processing, e-signing, storage, and maintenance of quotes and contract documents.
- Developed a multi-software solution that streamlines the processing of quotes generated in Salesforce. This involves sending the quotes to customers via DocuSign and subsequently retrieving and storing them in a Digital Library within Sharepoint. This involved Salesforce development, including VisualForce, ApexClass, standard and custom objects, ApexTriggers, and validations, as well as DocuSign development, including custom templates and fields.
- Used: Salesforce PubSub and REST API, SOQL, gRPC, DocuSign API, Microsoft Graph and REST API, Python, WebScket

Fortinet SD-WAN Auto Provisioning - Ritter Communications May 2022 – Sept 2022

- Developed a full stack web-app for provisioning automation of cloud based products over FortiGate 40F & 601F platform
- The app requests information such as customer info, requested cloud solution, CPE serial number, and provisions services on the network using IPsec VPN tunnels between datacenter and customer premise. App further stores the information for future move, add, change, management and deletion.
- Used: FortiGate API, Vue.JS, Node.JS, Vuetify, Django, Python, HTML, CSS, MySQL, Git, Apache HTTP server, WSGI

Homework Website - Arkansas State University**Jan 2020 – May 2020**

- Developed a dynamic, full stack website for learning management.
- Capable of admin control, user registrations, logins, password recovery, course creation, assignment submissions, automatic/manual grading.
- Used: HTML, CSS, Django, Python, SQLite3, Git, Amazon Web Services (AWS).

Discussion Board Website - Arkansas State University**Jan 2020 – May 2020**

- Developed a web-based discussion board application that lets students discuss a topic under instructor's supervision.
- Provides student interaction with teachers and peers. Capable of user signup/logins, password hashing, password recovery, course and topic creation
- Used: HTML, Bootstrap, JavaScript, NodeJS, SQLite3, Argon2, Git, Microsoft Azure.

Trend analysis of language elements in Java - Arkansas State University**Jan 2019 – May 2019**

- Researched the trend in popularity of two language elements in Java over a decade to gain insights into which has been more widely adopted among developers.
- Used a parser library to read the Java code and generate a syntax tree. Then, search tree to traverse the syntax tree and look for nodes that represents Switch and If statements. Later, generated graphs to visualize the trend.
- Used: Java, MySQL, Open source project codes from GitHub for research.

iOS Task Automation App - Arkansas State University**Jan 2019 – May 2019**

- App enables event/task creation, selection of triggering action for the event, such as time, location and connected accessories.
- Used: XCode, Swift, and APIs: MapKit, AccessoryKit, UIKit.

Health Data Visualization, Windows App**June 2019**

- Shows information and visualization of specific health conditions of a specific US county from over a decade.
- Capable of user signup/logins, password hashing, state selection, county filtration, health condition filtration.
- Used: C#, Microsoft Visual Studio, Microsoft SQL Server.