



# ABHISHEK CHAKRABARTY

## PROFESSIONAL SUMMARY

Associate Consultant with 4 years of experience leading cross-functional development teams and delivering automation, integration, and GenAI-driven solutions. Specialized in designing and migrating enterprise integrations from SAP PI to SAP BTP Cloud Integration, with additional expertise in cloud platforms (Azure, AWS) and SAP server migrations. Proficient in Power Automate, UiPath, and building low-code applications using OpenAI GPT models. Hands-on with full-stack development, ServiceNow enhancements, and enterprise automation. Actively building a portfolio of AI-powered tools while pursuing advanced certifications in cloud and AI architecture.

## SKILLS

**Cloud & Platforms:** Amazon Web Services, Azure Cloud, ServiceNow

**Web & Integration:** SAP Cloud Integration (BTP/CPI), Web Services, REST API, MVC

**DevOps and Deployment:**

GIT, GitHub, Azure Repos

**Methodologies:** Scrum, Agile, SDLC

- Distributed team coordination (Onsite-Offshore)

**Programming Languages:** Python, C#, VB.Net, ASP.NET, Django

**Automation & AI Tools:** Power Automate, UiPath, Gen AI, Power Apps, OpenAI, LangChain

**Data & AI ML:**

NLP, Time series Forecasting

- Client coordination
- Leadership

## WORK HISTORY

 December 2024 – Present

**Capgemini – Associate Consultant | Integration Lead (SAP BTP & Cross-Platform)**

**Rolls Royce - United Kingdom**

**Key Achievements**

1) Led the development and migration of key enterprise applications from SAP PI to SAP BTP Cloud Integration, including:

- **Workday** – HR & Talent modules
- **Coupa and Ivalua** – Procurement and Sourcing integrations
- **HR Payroll** – Global payroll and time interfaces
- **Finance Reconciliation Tools** – Inter-system financial data sync

2) **Migrated on-prem SAP servers** and two enterprise risk management applications to Azure cloud.

3) **Implemented Intelligent Assignment** in ServiceNow

4) **Designed and developed an automated end-to-end Change Management tool**, reducing hours of manual work to a few minutes.

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https://portfolio-site-eta-mocha.vercel.app/

https://www.linkedin.com/in/abhishek-chakrabarty-1430b1200

## EDUCATION

Bachelor of Engineering -  
E.E.C  
**Atharva College Of  
Engineering**, Mumbai  
April 2021

## LANGUAGES

**Bengali:** Native language

Hindi: C1  
Advanced


English: C1  
Advanced

## CERTIFICATIONS

- **Generative AI on AWS Essentials (Business)**  
[14-02-2024]
- **AWS Certified Solutions Architect**  
[14-04-2024]
- **Microsoft Certified: Azure AI Engineer Associate**  
[14-01-2025]
- **Amazon Web Services Cloud Practitioner**  
[08-03-2023]
- **AWS Certified AI Practitioner**  
[12-01-2025]

### Key Responsibilities:

- Designed integration and migration strategies with SAP and enterprise architects to migrate legacy platforms to cloud-native, AI-enabled solutions.
- Led the innovation and automation team, ensuring ideas progressed from proposal to production.
- Initiated and delivered CSIPs (Customer Service Improvement Processes) contributing to measurable client savings.
- Facilitated client workshops to co-create process improvement ideas and present ongoing initiatives.
- Collaborated with Service Delivery Managers (SDMs) and Engagement Managers (EMs) to identify opportunities to reduce technical debt.

 July 2023 – December 2024

**Capgemini - Senior Analyst | Microsoft Team Lead**, Mumbai, India

**Rolls Royce - United Kingdom**

### Key Achievements

- Optimized database queries and resolved 60+ defects, improving performance of procurement applications.
- Designed SAP PI to BTP integration workflows and delivered multiple automations using Power Automate and UiPath.
- Implemented Agile practices to reduce delivery cycles and exceed KPI targets.
- Led development of low-code OpenAI-based chatbots and GenAI POCs for business process enhancement.

### Key Responsibilities

- Led a cross-functional team of 4 handling VB.NET apps, cloud migrations, and automation initiatives.
- Managed incident, change, and release operations while collaborating across departments for technical solutions.
- Chaired daily Agile meetings, mentored team members, and ensured timely, high-quality project delivery.

 October 2021 – July 2023

**Capgemini - Analyst**, Mumbai, India

**Rolls Royce - United Kingdom**

### Key Achievements:

- Developed automated batch jobs for server health checks and alert emails, improving system monitoring efficiency.
- Resolved a major P1 incident affecting 600+ users, caused by a faulty security patch.

### Key Responsibilities:

- Provided daily support for private cloud applications, including health checks and maintenance.
- Collaborated with users and vendors to implement timely updates and enhancements.
- Managed license compliance reporting and ensured timely renewals.
- Maintained SLA adherence through proactive issue resolution and patch management.

## TECHNICAL PROJECTS:

- Developed a .NET Windows application with an SAP backend, streamlining SAP interactions for end users.
- Migrated legacy databases to Azure cloud services, optimizing performance and scalability.
- Migrated SAP module integrations from SAP PI to SAP BTP Cloud Integration, enhancing scalability, performance, and cloud readiness.

- Implemented Intelligent Assignment in ServiceNow, leveraging **Supervised Machine Learning models** (e.g., Decision Trees, Random Forests) and **Natural Language Processing (NLP)** techniques (e.g., BERT) to reduce triaging efforts at L1 and Service Desk.
  - Integrated a teams bot with the ServiceNow to further enhance the usability of ServiceNow Intelligent Assessment along with a few additional easy to use features for ServiceNow from within Teams.
  - Developed predictive models for incident inflow forecasting, using **Time Series Machine Learning models** (e.g., ARIMA, LSTM, Prophet) while handling seasonality, anomalies, and data ingestion challenges.
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## PERSONAL PROJECTS

### Code Translator App

Developed a full-stack web application that converts code between programming languages using OpenAI GPT models. Built with React (frontend) and Python (backend), deployed on Vercel and Render.

**Skills:** Prompt engineering, LLM integration, REST API, deployment

### Incident Analyzer App

Python-based desktop application that processes incident data (Excel format), performs aging analysis, generates visual trends, and summarizes root causes using GPT. Includes features like SLA tagging, exporting, and natural language querying.

**Skills:** Data visualization, Excel parsing, NLP summarization, UI design

### Responsible AI Dashboard

Interactive dashboard to evaluate LLM-generated text on metrics such as toxicity, bias, relevance, and coherence. Designed for transparency and comparison across multiple models.

**Skills:** LLM evaluation, UI/UX, metric scoring, React

### LLM-Powered UI Testing Platform

Intelligent test generation and execution tool that uses LLMs to create Selenium scripts for any web URL and runs them using Chrome. Displays real-time, step-by-step output for transparency and debugging.

**Skills:** LLM prompt engineering, Selenium automation, FastAPI, React, UI test generation