# ABHISHEK CHAKRABARTY

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## EDUCATION

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

## LANGUAGES

**Bengali:** Native language

Hindi:                                    C1
Advanced

English:                                 C1
Advanced

## PROFESSIONAL SUMMARY

Senior Analyst with over 3 years of experience leading development teams and managing multiple applications. Highly skilled in Agile methodologies and Scrum, consistently delivering successful projects. Demonstrated expertise in automation development using Power Automate and UiPath. Hands-on experience in developing various generative AI projects. Actively pursuing additional learning opportunities and specialty certifications in the AI and architecture domains for both AWS and Azure platforms to further enhance skills and knowledge.

## SKILLS

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

***Web Development [Framework]:*** Web Services, Web Development, API, MVC

***Methodologies:*** Scrum, Agile, SDLC

- Distributed team coordination (Onsite-Offshore)

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

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

- Client coordination

- Leadership

## WORK HISTORY

July 2023 - Current
**Capgemini - Senior Analyst | Microsoft Team Lead**, Mumbai, India
**Rolls Royce - United Kingdom**
**Achievements**
- Improved database queries to enhance performance for a procurement application
- Developed multiple automations using Power Automate and UiPath
- Cloud migration of selective on prem SAP servers along with two enterprise applications
- Desing an implement integration workflow from PI to BTP for SAP
- Developed scripts for SAP integration for 3 modules in BTP.
- Working closely with clients to meet KPI targets every quarter
- Applied Agile methodology to reduce cycle time and achieve target margins
- Nurtured strong working relationships with clients, ensuring their needs were met while exceeding expectations on deliverables.
- Cleared backlog of over 60 defects and 10 enhancements.

- Increased customer satisfaction by ensuring timely completion of projects and adherence to high-quality standards.

**Responsibilities**
- Team Lead for two (2) VB.NET applications and two (2) on prem hosted application later migrated to cloud
- Development using Power Automate and UiPath
- Incident/Change and Release Manager
- Working with client developers to integrate intelligent assignments of incidents in ServiceNow.
- Developing chatbots/LLM models using low code OpenAI tools to integrate in project repository.
- Creating POC's that make use of low code platforms/GenAI models to streamline/enhance business process.
- Providing technical support for troubleshooting analytics and reporting issues.
- Chairing daily project meetings - Agile methodologies and Scrum formats
- Leading the automation and innovations team after starting as Deputy
- Direct and supervise a team of 4 in Cloud, .NET, and automation development
- Coaching team members in essential techniques to complete tasks efficiently
- Collaboration with various departments to create innovative solutions for functionality issues

October 2021 – July 2023
**Capgemini – Analyst,** Mumbai, India
**Rolls Royce - United Kingdom**
**Achievements**
- Successful demonstration, implementation and creation of batch jobs that do the daily checks, housekeeping activities on the web servers, and sends an email to the system owners and stakeholders in case of issues logged.
- Successful resolution of P1 that resulted in outage of application for more than 600 users, caused due to a security patch in business

**Responsibilities**
- Web server support engineer for private cloud applications, responsible for doing daily health checks
- Connect with users and product owners to gather requirements and work on updates with other eco-system vendors to provide timely updates for the application.
- Provide monthly user lists with valid licenses and report any expiring licenses to the business.
- Maintain SLA's while resolving incidents and providing upgrades/patches to prevent any escalations or outages on the applications.

## 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.
- 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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## 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]**