

# BISWAJIT DASH

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## ABOUT ME

Technology leader with 15+ years of experience driving results across DevOps, Observability, and Site Reliability. Known for turning strategy into sustainable outcomes, I thrive at the intersection of architecture, innovation, and cross-functional collaboration. Whether building scalable platforms or leading high-impact teams, my focus is always on raising the bar—eliminating inefficiencies, improving quality, and delivering measurable value to organizations and their customers.

## RECENT HIGHLIGHTS

DEVOPS SME | TECHNICAL LEADER | SENIOR SOFTWARE ENGINEER

OBSERVABILITY (GRAFANA/ELASTIC/KAFKA) | CI/CD AUTOMATION (GITHUB/JENKINS/KUBERNETES) | LLM AGENT/MCP TOOLS

- DevOps SME with expertise in CI/CD pipelines, especially focussing on Security (SAST/DAST) and Observability(Grafana) and AI/LLM integration (MCP agents).
- Driven to leverage emerging technologies to solve complex challenges, boost engineering productivity, and enhance developer efficiency in fast-paced environments.
- Delivered observability solutions using Grafana, Elastic, and Kafka; built CI/CD pipelines with GitHub, Jenkins, and Kubernetes; implemented LLM agents via MCP to troubleshoot build/deploy issues.
- Proficient in AWS services including EC2, S3, and CloudFormation.

## EXPERTISE

Performance Improvement • System Reliability • Cross-Functional Collaboration • Team Leadership • Process Automation • Build & Release Management • Software Configuration Management • DevOps Management • Tools Architecture • Cloud Technologies • Performance Optimization • Scalable Architecture • Code Quality & Maintainability • Distributed Systems • Software Engineering Best Practices • CI/CD Pipeline Development • Legacy System Modernization • Agile Project Management • Stakeholder Engagement • Infrastructure Management • AWS • Terraform • Python

## PROFESSIONAL EXPERIENCE

Senior Software Engineer, Cisco Systems, Milpitas | Mar 2015 — Present

Led productivity and process tools development within the software configuration management domain.

### CI/CD Pipeline

- Reduced developer support cases by 80% by designing and implementing an observability solution in a complex CI/CD pipeline with over 2,000 users and 30-40 tools/services.
- Enhanced team productivity by 30% by designing a FastAPI-based workflow bot in Python, automating critical processes during a large-scale migration to a new GitHub environment.
- Integrated security checks such as CodeQL, dependabot, secret scan with CI pipeline..
- Collaborated with cross-functional teams to address technical challenges and optimize processes.
- Contributed to the maintenance and upgrading of existing systems to ensure reliability and performance.

### LLM Agent development

- Championed the exploration of LLMs, Agents, and MCP by researching and presenting insights to peers, driving adoption of emerging technologies across the organization
- Designed and developed LLM-powered agents to enhance CI/CD pipelines and automate debugging, improving efficiency and issue resolution speed.

### GitHub Migration

- Led migration of Cisco's primary software source code from Clearcase to GitHub, reducing costs by millions annually while improving developer experience with modern workflows and review processes.
- Helped team with new GitHub workflow, branching strategy, code review process to adopt new technology and speed up development workflow.

## **Software Quality and Productivity Tools development.**

- Developed and enhanced various productivity tools for software configuration management to automate the development and build process.
- Boosted developer productivity by integrating these tools with defect tracking and code review systems.

## **DevOps Consultant, Visa, California | Jan 2015 — Feb 2015**

Implemented DevOps methodologies to streamline processes and enhance system performance.

- Enhanced productivity and visibility by automating the entire build and test process with a newly designed end-to-end pipeline.
- Executed strategies to optimize deployment processes, resulting in reduced time from development to production.
- Provided technical expertise in automation tools and cloud services to improve infrastructure efficiency.
- Worked closely with development and operations teams to identify and resolve bottlenecks in the software delivery pipeline.
- Assessed existing systems and recommended improvements to enhance system reliability and performance.

## **Build & Release Automation Consultant, T-Mobile, Atlanta, GA | Jan 2013 — Jan 2015**

Facilitated build and release automation processes to enhance software delivery at T-Mobile.

- Automated the build/test/deployment process using Python, MySQL, and Ansible, reducing manual effort by 70%, enhancing accuracy, and accelerating release cycles by 50% with improved reliability.
- Executed build and release automation strategies, optimizing the deployment workflow.
- Implemented tools and practices that minimized deployment times and increased efficiency.
- Streamlined processes for better coordination between development and operations teams.

## **Software Engineer, Cisco Systems | Dec 2009 — Jan 2013**

Software development productivity tools development

- Developed productivity and process automation tools using Perl/Python, streamlining build, release, and software configuration management workflows, and enhancing operational efficiency.
- Managed Software configuration and Defect tracking tools such as ClearCase and ClearQuest

## **Delivery Manager, RazorSight | Aug 2007 — Nov 2009**

Significantly improved Build and Release operations, focusing on process enhancements and version control management.

- Developed a UI application integrating Perl CGI and MySQL backend,
- Managed Build and Release activities, ensuring efficient software delivery, reducing manual tracking by 60% and boosting productivity in build and release operations in a growing start-up environment

## **Manager SCM Services, Parrus IT | Jan 2006 — Jan 2007**

Successfully managed software configuration management services, focusing on optimizing processes and improving service delivery.

- Drove a 50% revenue increase by implementing Perforce and Clearcase SCM solutions, optimizing CI/CD processes, and delivering comprehensive training across multiple client organizations.
- Led a team to identify and resolve issues within SCM workflows, resulting in improved performance. • Developed strategies to enhance service quality and customer satisfaction in software configuration operations.

## **Build & Configuration Manager, Magma Design Automation | Jul 2004 — Feb 2006**

Managed a team of Build and Release Engineer and provided technical guidance.

- Oversaw build and configuration management activities, enhancing the reliability of software releases.
- Coordinated with development teams to streamline build processes, reducing build times and increasing productivity.
- Maintained documentation of configuration management processes to support compliance and knowledge sharing.

## **Member Technical Staff, HCL Technologies Ltd (Cisco Offshore Development Center) | Jan 2000 — Jan 2004**

Contributed to development of network management software and transitioned to software configuration management.

- Improved network management by enhancing Cisco's SNMP-based application, enabling engineers to visualize and control diverse devices from a unified GUI, significantly boosting efficiency across complex networks.

## EDUCATION

**Master's degree in computer application**, University of Madras, Chennai, India

**Bachelor of Commerce (BCom) in Accounting**, Ispat college, Rourkela, Orissa, India.