**SHARMISTHA DAS**

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**SITE RELIABILITY ENGINEER**

Savvy Site Reliability Engineer with extensive years of IT experience in Banking, Financial Services, and Health Insurance. Expert in improving application lifecycle, evolving software systems to increase their reliability, monitoring application performance, and ensuring overall system health. Well-versed in OpenShift/Kubernetes, Dynatrace, Splunk, and Neoload, OPS readiness for AI products. Proven track record of enhancing chatbot productivity by 47% and implementing end-to-end monitoring solutions for major healthcare organizations. Skilled in performance testing, automation, and data-driven reporting. Holds UI Path Certification and has extensive experience with NLP and machine learning technologies. Adapt at incident response and root cause analysis, driving rapid problem resolution and minimizing downtime. Committed to delivering measurable results through continuous improvement and strategic technology implementations.

**CORE COMPETENCIES**

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| * **Program Management** | * **Automation& Cloud Platforms** | * **Reporting Services Server** |
| * **Performance Testing** | * **Project Management** | * **Documentation / SOX IT** |
| * **Machine Learning & AI** | * **Incident Management** | * **SharpOWL Project Accounting** |
| * **Infrastructure Monitoring** | * **Version Control Systems** | * **DevOps Practices/CRM** |
| * **Data Architecture Visualization** | * **Virtualization & Cloud Services** | * **Agile / Scrum Methodologies** |
| * **CI/CD & Reliability Engineering** | * **Scripting Languages** | * **Python/R Programming** |

**TECHNICAL SKILLS**

**Technical Skill: Dynatrace APM/Dynatrace Synthetic, Mainframe, Chatbot, Neoload, Splunk, Adobe Analytics, Oracle DB, PEGA, Aternity, Nexthink, UI Path, Tealeaf, Blue Prism, New Ralic, Celonis, TeaLeaf, Aternity, ControlUP,Microsoft Office (Word Excel PowerPoint Outlook), SQL/PLSQL, Excel, Teams, zoom, Confluence, JIRA, ServiceNow, Docker, Kuberneter, Terraform, Azure, AWS Cloud Computing, Prometheus, Grafana, Datadog**

* sailing abilities, physical strength, stamina, teamwork, decision-making, and being able to work independently
* Quick thinker with ability to multi-task. Constant learner with high availability and response.
* Excellent interpersonal, written, and verbal communication skills. Positive attitude and attention to detail
* Strong analytical and conceptual skills; ability to create original concepts and theories for a variety of projects
* Team player & Effective communicator with strong analytical, problem-solving & organizational abilities.

**KEY ACCOMPLISHMENTS**

* **Implemented Ops Readiness Strategy** for GenAI Products and all AICOE new products, ensuring operational excellence.
* **Launched external customer-facing conversational chatbot** for AI on the Provider Portal, enhancing user interaction and support.
* **Boosted business development and chatbot team productivity** by 47% through strategic process improvements and automation.
* **Developed and deployed comprehensive monitoring solutions** for Cigna Digital and the Cigna Artificial Intelligence Department, improving system oversight and reporting capabilities.

**WORK EXPERIENCE**

**CIGNA Jan 2021 – Present Infrastructure Engineer Senior Advisor**

*Oversaw maintenance and development of internal-facing legal chatbots through Cigna IRIS as the Subject Matter Expert. Served as the sole contact for monitoring solution design within the Artificial Intelligence Organization. Implemented monitoring solutions to enhance performance of AI-driven systems. Collaborated with teams to integrate advanced testing methodologies, improving software quality and deployment efficiency.*

* **Directed day-to-day operations of a 10-member Chatbot team** and Testing team, managing offshore and onshore personnel.
* **Drove budget planning and strategic execution** for the Chatbot and Performance Testing teams over the past three years.
* **Orchestrated performance testing activities** for OIA Organization, overseeing use of Neoload, UiPath, Jenkins, and CI/CD pipelines.
* **Conducted performance analysis,** identifying bottlenecks and optimizing system performance for scalability and robustness.

**Infrastructure Engineer Senior Advisor Sep 2020 – Jan2021**

* **Led Neoload & Dynatrace integration efforts, enhancing** performance and resiliency testing for all external customer-facing websites.
* **Conducted performance testing to** ensure readiness and reliability of Cigna’s websites for critical 01/01 rollouts.
* **Developed data history structure,** systematically organizing three years of historical data for internal and external websites.
* **Analyzed historical data,** performing statistical analysis to accurately project future customer volume and website traffic trends.
* **Collaborated with teams** to implement performance enhancements, improving overall website reliability and customer experience.

**Application Development Advisor Jul 2017 – Sep 2020**

* **Managed transition** from Dynatrace Legacy Platform to current platform, overseeing redesign, end-to-end testing, and migration.
* **Directed restructuring** of the reporting segment for Cigna Digital Organization, ensuring alignment with strategic objectives.
* **Addressed all reporting change requests** from Cigna Senior Leadership, acting as SME and ensuring accurate updates.
* **Led redesign efforts,** integrating advanced performance monitoring tools to enhance system efficiency.
* **Performed testing and reporting** to the organization’s operational excellence and strategic growth.

**Business Analyst Specialist Jun 2014 – Jul 2017**

* **Served as SME for the Cigna Digital Production Support team,** resolving mainframe production issues in a 24/7 model.
* **Led Dynatrace Synthetic, monitoring development** and ongoing monitoring efforts, ensuring system reliability and performance.
* **Analyzed production incidents** to identify root causes, implementing long-term solutions to prevent recurrence.
* **Developed documentation** for production support procedures, facilitating knowledge transfer and training for new team members.

**Test Lead, Express Scripts Jun 2013 – Jun 2014**

* **Led end-to-end testing management** for the Medco and Express Scripts merger, ensuring seamless integration of systems.
* **Developed a test automation process,** merging PEGA and Mainframe, enhancing testing efficiency and coverage.
* **Coordinated with teams** to establish testing protocols and ensure compliance with industry standards.
* **Managed creation and execution of test plans,** identifying and resolving defects to ensure a smooth merger.
* **Implemented best practices** for test automation, contributing to improved accuracy and reduced testing time.

**Production Support Analyst Jan 2012 – Jun 2013**

* **Served as Production Support Tech** Lead for the HIPAA 4010 to 5010 migration, ensuring compliance and smooth transition.
* **Led production support for Cigna Digital**, overseeing customer, provider, employer, and supplemental benefit portals.
* **Resolved technical issues and provided 24/7 support,** maintaining high availability and performance of digital platforms.
* **Collaborated with development teams** to implement enhancements and fixes, improving system stability and user experience.

**ADDITIONAL EXPERIENCE**

**SAS to WPS Migration Specialist, FIRSERV Jun 2011 – Dec 2011**

**Test Lead, JP Morgan Chase Mar 2010 – Jun 2011**

**Production Support Specialist, Fiserv Oct 2006 – Dec 2010**

**EDUCATION & CERTIFICATION**

Electronics & Communication Engineering, 2006

**Bachelor of Technology**

* **SRE – The Big Picture From Udemy**
* **Production Support – SRE from Udemy**
* **Introduction to AWS Cloud Computing from Udemy**
* **Learn A to Z of Prometheus & Grafana from Basic to ADVANCE level; Complete Guide to Master DevOps Monitoring & Alerting from Udemy**
* **DevOps for Absolute Beginners: Azure DevOps, Docker, Kubernetes, Jenkins, Terraform, Ansible - AWS, Azure & Google Cloud from Udemy**
* **UI Path Training Certification**
* **Cigna Evernorth LEAD IT from Dale Carnegie University**
* **CPR & AED Certified professional.**