

Parthib Basu

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About

I am a Software Engineer trying to make a career out of designing, implementing, optimizing and securing complex Enterprise systems.

Skill Stack

Programming Languages: Python, C, C++, Bash, HTML5, PHP, SQL

Infrastructure: Openstack, AWS, KVM, Ansible, Terraform, Docker, Tanium, Linux

Tools: ServiceNow, Jira, Git, PagerDuty, Nagios

Certification: Tanium Essentials, TCA Linux L2, Cisco Security (White Belt)

Experience

[Total: 5 Years]

Project Engineer [Admin L1] | Wipro Ltd

November 2019 – August 2022

Project: [Cisco] SOC-Cloud

- **Helpdesk Support:** Provided L1 Admin Helpdesk support for Cisco's Hybrid OpenStack Cloud, assisting clients with provisioning, configuration, and troubleshooting via ESP incidents and live chat.
- **Infrastructure Monitoring:** Monitored Cisco server fleet and OpenStack cloud infrastructure for hardware and software defects using Nagios and PagerDuty.
- **Incident and Change Management:** Created and resolved ServiceNow incidents within SLAs (P1-P3). Launched TAC investigations for RMAs and managed change requests, including hardware replacements (RAM, HDD, PSU, CPU) and network modifications, ensuring minimal downtime.
- **Root Cause Analysis:** Performed RCA on Cisco M4/M5 BareMetal servers using Cisco Integrated Management Controller (CIMC) to run diagnostic tests and identify defects.
- **Software and Provisioning Management:** Implemented change requests for software issues, platform changes, provisioning/re-provisioning of nodes, software updates, data transfers, recovery, and diagnostic reports.
- **Infrastructure as Code (IaC):** Developed and troubleshoot IaC using Terraform and Ansible to launch and set up cloud environments per client requirements.
- **Major Incident Management:** Conducted P1/P2 major incident bridges to identify and fix critical defects in the environment.
- **Leadership:** Promoted to Team Lead in 2021, overseeing major incident bridges, client status calls, and quarterly reports. Assigned Team Lead responsibilities during the COVID-19 crisis, ensuring a smooth transition to WFH while meeting client requirements.
- **Training and Development:** Trained new employees, significantly reducing escalations and procedural errors.
- **Process Improvement:** Streamlined workflows and championed automation initiatives, enhancing team productivity and operational efficiency.

- **L2 Admin Support:** Provided comprehensive L2 Admin Support for Tanium Endpoint Management Solution within Cisco's Global Supply Chain Network.
- **Deployment Management:** Managed Tanium Client and other Control Software deployments in a rapidly evolving network environment.
- **Vulnerability Assessments:** Conducted thorough vulnerability assessments to prioritize patching during monthly S2 cycles for endpoints.
- **Automation Scripting:** Developed Bash and PowerShell automation scripts to streamline manual workflows and retrieve data through Tanium Sensors.
- **Monitoring and Analysis:** Performed log and performance monitoring to ensure optimal endpoint health across the network.
- **Documentation Management:** Created and maintained the Tanium documentation repository for Cisco on Bitbucket.
- **Enhancement Initiatives:** Contributed to Jira enhancements and automation projects aimed at optimizing application functionality aligned with organizational needs.

Education

M.tech in Software Systems, BITS Pilani [CGPA 6.54]**2024***Wipro Academy of Software Excellence [WASE]***Bachelors of Computer Application (BCA), MAKAUT [CGPA 7.41]****2019***The Calcutta Anglo Gujarati College*

Links

Website : <https://prosthemus.github.io/portfolio/>
LinkedIn : <https://www.linkedin.com/in/prosthemus/>
Github : <https://github.com/prosthemus>
HackerRank : <https://www.hackerrank.com/profile/prosthemus>