# Sayan Pramanik

## ServiceNow Analyst | Full-Stack Developer

**Phone**
+919940218268

**Email**
sayanpramanik2012@gmail.com

**Website**
sayanpramanik2012.github.io/Portfolio/

## SOCIAL

**LinkedIn**
www.linkedin.com/in/sayan-pramanik-084358178

**GitHub**
github.com/sayanpramanik2012

## EDUCATION

**B.E. - CSE**

*Sathyabama Institute of Science and Technology /March-2019 – March-2023*

**12th CBSE - PCM & Computer Science**

*Alwin Memorial Public School / March-2018 – March-2019*

## KEY STRENGTHS

- Angular
- GitHub, CI/CD
- Kubernetes
- Linux
- NodeJS
- TypeScript
- Server Management

## PROFILE

An enthusiastic and detail-oriented developer with a strong foundation in web development, server management, and software engineering. I specialize in building scalable applications, integrating APIs, and creating seamless user experiences. With direct experience in Angular, TypeScript, Python, and Linux, I thrive on solving complex problems and delivering

## WORK EXPERIENCE

**CubeSimple**

*ServiceNow Analyst / 09-2025 – Present*

Contributing to the enhancement of ServiceNow capabilities through AI integration and process automation.

- Implemented Now Assist integration with GenAI, improving user query resolution efficiency and enabling intelligent automation.
- Developed Virtual Agent design flows and integrated the Service Portal with external platforms such as Microsoft Teams, enhancing user accessibility.
- Created and optimized Email Scripts and Schedulers to automate repetitive tasks, significantly reducing manual workload and improving system performance.

**Innoart Technologies**

*Software Engineer / 08-2023 – 06-2025*

Gained hands-on experience in the MEAN stack (MongoDB, Express.js, Angular, Node.js), contributing to full-cycle development in a dynamic startup environment.

- Spearheaded the development of a secure IAM application using Microsoft Graph APIs, reducing manual user management time by **40%** and supporting over **200 users**.
- Implemented a CI/CD pipeline using GitHub Actions and Docker, cutting deployment time by 60% and reducing post-deploy errors by 30%.
- Deployed and managed a Kubernetes cluster supporting **35+ microservices**, improving scalability and reducing downtime by **25%**.
- Integrated RESTful APIs into enterprise-grade Angular applications, contributing to the successful delivery of two full-scale projects.
- Collaborated in a cross-functional Agile team, leveraging Swagger/OpenAPI for consistent and efficient backend-frontend API communication.

### NielsenIQ (NIQ)

*Front-End Developer (Internship)/ 02-2023 – 05-2023*

Gained practical experience in enterprise front-end development using Angular, TypeScript, HTML, and SCSS within a collaborative Agile environment.

- Contributed to the development and enhancement of **NIQ's Discover application**, focusing on component-based architecture and performance optimization.

## Projects

### Market Data (MPortfolio)

*Jun-2025 – Present*

Developed a full-fledged web application designed to help traders efficiently track their lifetime profit and loss. The platform provides real-time market data, live profit/loss monitoring, and realized/unrealized balance tracking, offering a comprehensive portfolio management experience.
Tech Stack: Angular, Node.js, SQLite, REST APIs (Yahoo Finance, NSE)

Live Site: https://market.projmain.duckdns.org/login

### Buff Discord Music Bot

*Aug-2024 – Dec-2024*

Designed and developed a feature-rich Discord music bot using Node.js, enabling advanced playback controls such as play, pause, resume, skip, queue management, and loop functionality. Integrated YouTube and Spotify APIs for seamless cross-platform music streaming, significantly enhancing user experience and engagement. Deployed using Docker for efficient containerization and scalability.

### Microsoft Rewards Automation

*Jan-2024 – Feb-2024*

Built a Python automation script using Selenium to perform daily Microsoft Rewards tasks, reducing manual effort and improving task efficiency.

### RP Server Development

*Jun-2022 – Feb-2023*

Collaborated with an online team to build a GTA V Roleplay server using C++, MySQL, and RAGE:MP, implementing dynamic systems for jobs, housing, and vehicles. Designed for scalability and enhanced user engagement.

### Calendar Event Manager

*Jun-2022 – Jul-2022*

Built a user-friendly app for managing **Google Calendar** events with secure API integration and an intuitive interface for efficient scheduling and event tracking.

### WEB-based Multiplayer Game

*Mar-2022 – Apr-2022*

Developed a real-time multiplayer browser game during an HCL internship, using modern web technologies and networking principles to ensure smooth gameplay and optimized performance