



Sayan Pramanik

ServiceNow Developer | Full-Stack Engineer



Phone

+919940218268



Email

sayanpramanik2012@gmail.com



Website

sayanpramanik2012.github.io/Portfolio

SOCIAL



LinkedIn

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



GitHub

github.com/sayanpramanik2012

PROFILE

Full-Stack Developer with dual expertise in modern web applications and ServiceNow platform automation. Delivered IAM solutions reducing user management time by 40%, deployed Kubernetes infrastructure improving uptime by 25%, and integrated Now Assist AI to accelerate ticket resolution. Technical proficiency spans Angular, Node.js, Python, ServiceNow Flow Designer, and cloud-native tooling (Docker, CI/CD).

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.

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

INTERESTS

- Code Debugging
- PC Hardware
- Software Testing
- Automation

ACHIEVEMENTS

Google Hash code

Team Rank- 1135th (score- 2389404)

03/2022 - 04/2022

Google Kickstart

Round A- 11942nd and Round B- 5717th

03/2022 - 04/2022

Code Kaze

National Rank: 1165th, College Rank: first, Graduation Year Rank [All India]: 775th

02/2022 - 03/2022

LANGUAGE

English

Full professional proficiency

Hindi

Fluent (read, write, speak)

Tamil

Conversational (spoken only)

Bengali

Fluent (spoken only)

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 Python, 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