Soumik Dhar

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An Overview

- Technically Sound professional with overall 10 years of experience in **UI Technical Lead, ETL Full stack Development**, **IT data reliability Engineering Operations** and technical support environment.
- Currently associated with Capgemini as **Application Manager**, **UI Lead** with Major US based client.
- Managed 10+ resources and successfully deployed task assigned.
- Experience in **managing** resources, mentoring them with required technical help.
- Experience in managing team in technically guiding them in **Micro frontend** architecture.
- Strong vanilla **React, JavaScript skills**, including **ES6+** (both Node.js & browser-based apps).
- Experience in working with **Jira** and **Service Now** tools.
- Experience in Developing projects with **React JS Interface** and building applications and **APIs on Node JS as REST API Backend**.
- Experience in creating **middleware API** with **Node JS** for connecting with **Control M API** and show relevant data in Front end with both **PostgreSQL** and **SQL server** environment.
- Developmental experience in developing Web tool in **ASP.NET**, **Python** and **PostgreSQL** as Database to work with Cross Platform application utilizing **Stream sets REST API**.
- Developed **Power Shell Automation script** to Parse JSON data structure and resolve Data Issues like table lock, File Lock and Connectivity and auto closure of the same incidents.
- Proficient in handling escalated complex cases in operations environment, engaging MIM, troubleshooting, and providing solutions.
- Working knowledge in **Robotic Process Automation tool, in Automation Anywhere development** environment and developed business critical and on demand projects with, Control M, Excel, Web application tools.
- Earlier experience in debugging, monitoring in Extraction, Transformation, and Loading (**ETL**) data from various sources into Data Warehouses and Data Marts using **Informatica Power Center (Workflow Manager, Workflow Monitor) as ETL tool on Oracle, DB2 and SQL Server Databases**.
- Working experience with **Teradata SQL Assistant** and debugging SQL queries.
- Experience of communicating with the customers in India and abroad (US, UK).

Skill Set

- Technical
  - Programming Language   : React JS, JavaScript ES6, Typescript, Node JS.
  - Run Time Environment   : Node JS, Visual Basic Runtime, .NET Framework,
  - Scripting Language   : PowerShell Script, JavaScript, Typescript
  - Database   : MySQL, Teradata SQL, PostgreSQL,
  - Application   : Control M, Informatica, Teradata, Toad, Stream set,
  - RPA   : Automation Anywhere.
  - ETL Tools   : Informatica Power Center 10.01 (Workflow Manager, Workflow Monitor).

- Functional
  - ➢ **Managing**, distributing, and followed up with resources with task within story timeline.
  - ➢ Working experience in Full Stack in **React JS** for front end and **Node JS** in backend Development on various projects.
  - ➢ Experience in both development and support of the application developed by taking full ownership.
  - ➢ Working knowledge in creating **Node JS** API in **MVC model** and **hosting** them in PCF environment.
  - ➢ Experience in hosting **React web application** through **Node JS Express Server, Graph QL** in PCF environment.
  - ➢ Experience in SSO enablement and validation through React Web Application.
  - ➢ Experience in training **interns** and new recruits for the project environment.
  - ➢ Experience in using visualization tool **Figma**.
  - ➢ Working knowledge on development of APIs in **Node JS** and **python flask**, with backend as **PostgreSQL, SQL Server**, and **Teradata** Connectivity for data engineering projects.
  - ➢ Working knowledge on developing **ASP.NET VB** applications to connect with python API and PostgreSQL database.
  - ➢ Experienced in following **Sprint Cycle** through Task and story in **Jira**.
  - ➢ Experience in handling task and incidents in **Service now**.
  - ➢ Working knowledge in **ETL flat file management** in Linux environment.
  - ➢ Experience in working with **Control M** Jobs, monitoring, fixing failed jobs in **Informatica, using Teradata** and **Toad Oracle Database** within SLA.

Work Experience
- Manager C2

Since 2nd March 2023 till date in Capgemini
Working as a Technical UI Lead for major US Restaurant chain client project. Managing resources, **reviewing**, **remediating** codes, **approving pull request**, assisting, **grooming** Team on user stories with the help of BA and **mentoring** them with required technologies, **testing** and helping the team along with developing to complete given stories within timeline are daily responsibilities.
Managing team of 10+ people in **Micro Frontend Environment (MFE)** as UI lead. Technically guiding team to complete their given task in time. Reviewing code and functionality before merging them to development environment and testing them to reduce the bug to below 10 percent per sprint.
Successfully implementing test cases and maintaining **SONAR coverage** of the responsible MFE. Also Lead the team in **refactoring** old components and deployed them successfully with lesser bug in regression testing.
Earlier worked as a Senior C2 level Developer for major US Oil Company client project in their enterprise application with react JS and **GRAPHQL Node JS**. The charts were highly customized with canvas level drawing and with enriched feature. Worked as implemented design in Figma and collaborated with design team and backend team to test and deliver the components.

- Senior IT Analyst, Enterprise Business Integration

Since 21st May 2012 till 08th February 2023 in Dell
Developed various operation-based applications, webtools of ETL (Extract Transformation and Load) with **React JS** and **Node JS** full stack programming languages for Data Engineering Team.

Recently worked on Notification Subscription full stack model form, to do get and post request from **SQL server** with **Node JS** as backend. It enables user to get custom based notification on login via simple form-based page. The page also enables them to **easily categorise and get notifications** based on the category. The Front-end enablement was done with **React JS and Typescript**. This had helped in removing user dependency on automation team to get business alerts and details.

Developed **Notification component** for categorising domain wise and Agent wise Service Now incident data at the time of user login. The front end was designed using **React JS**, **CSS** and backend with **Node JS** and **SQL Server** as Database. The data isolation and categorisation were done based on aging incidents to present count by Node JS application at backend. This has made user to view his / her aging and present Incident data in categorised manner through notification bell at the time of login.

Created universal login portal for Datawarehouse Operation Analyst to login and have view of their domain specific and individual business specific information. It also had options to store and add daily to do list to their handover mail. The Front end was designed using **React JS** and Backend were utilised primarily with Python. The handover mail generation were developed using **Node JS** as backend application. The login was handled on both **SSO** and non SSO based methods to help third party user to get easy access. This project was primarily based on **Agile methodology** and were continuously updated based on user input.

Worked on **D3 Tree View** design with **React JS** as Front end with details such as tie out, counts, deviation for business-critical workflows. Assessed parent to child relationship and visualised with relative data. Used Node JS as backend to connect with Control M API with **bearer-based authentication** and retrieving real-time status and concurrently display at the front end on user request. This reduced the operational manual efforts of RCA findings for any data stream failure and showcased service now generated incidents status, giving the business users a real time image of the data quality and support.

Developed API Generator, to seamlessly browse through pre-existing tables in **PostgreSQL Database** application. It has the functionality of selecting columns and conditions on the selected Table and **autogenerate SQL Queries** and create API. Used Node JS as backend and react JS as front-end application. The tool can **create API based on user SQL entry** and show time consumed for executing that API and help optimise the API generation. This helped business users with minimal request to have their own set of APIS by simply querying what they need and have plug and play feature for their front-end support.

Developed Breakglass front end form application to provide access, create, unlock, and change the **High-Water Mark Values** to Datawarehouse tables in Teradata database primarily for the ETL (Extract Transformation and Load) Developers. The front-end form has all the validation and interactive design change based on user input and selection. The backend has been managed by **Python API's** and front end with **React JS.** The application is **SSO enabled** and automated validation on specific users with customised auto selection of values. It also has multiple level of HWM (High-Water Mark) format validation before updating the database for removing error in data. This has helped Developers to work seamlessly while designing table and database for ETL environment. This project was primarily followed with **Agile methodology**. I have worked both as a **developer** and **support** for this project.

Worked on developing and supporting interactive web application, DRE-Cockpit, with React JS as front end. The project is based on fetching details from already extracted data in **PostgreSQL Database application** and connecting through several Datawarehouse tool API's. It has features to monitor critical load flow, track incidents from service now tool and categorise and visualise them in frontend with catchup and detail reports. It also has a unique feature of tracking Critical server status anomalies and highlight any issues. Worked on hosting this web application in PCF with Node JS Express Server package to facilitate mobile device access. Based on **Agile methodology**, this was also continuously improvised, **developed and supported**.

Developed webtool in **ASP.NET**, Smart-Manage, with cross platform application, utilising Python program to communicate with existing Streamset application APIs to work on pipelines. The webtool was built on **.NET (VB)** application on **PostgreSQL Database** and it communicates with Python programs to connect with Web REST API's of Streamset application to Start, Stop, Monitor, Schedule Operation process on pipelines of DSC Process based on Teradata, Greenplum, Kafka database. Created automated process and integrated Task schedule to schedule operation related work helping reduce resources, time, and workload.

Developed **PowerShell automation** script to fetch log details from **Splunk** tool and communicate and resolve reoccurring errors of EBI Jobs. The script helped convert the Realtime Splunk result to JSON Format and work on extracted failure type with Shell Scripts.

Worked and developed on Automation project with RPA, Automation Anywhere to generate Work job related to Critical ASLAM's Status from different tool and sending an alert to business client.

Gained experience in ETL operations by Daily monitoring, managing, and working on failures on workflows from Informatica and Pipelines from Streamset tools of the critical business process. Assisting in transition by implementing and managing workflows post deployment from production. Debugging failures with SQL and Unix on various platform, creating temporary fix and taking them to closure by engaging the respective development team and providing permanent fix. Worked closely with development, L3 Team on critical failures of ETL IT operation process.

Previous experience as a technical analyst and received promotion and recognition throughout the tenure in Dell and till now. This have given me opportunity to work in various roles, from IT Analyst, Technical support, senior support Resolver, Email and Chat process.

- Customer Care Executive

Since 21st March 2011 till 10th May 2012, CCE in IT - Visionz (UK Process).
Engaging overseas customer into survey and obtaining basic information from them. Capturing their daily needs and their usage data in an outbound call and convincing them for filling the survey.

- Executive Operations

Since 18th October 2006 till 16th March 2011, Senior Executive Operations IBM Global Process Service Pvt. Limited.
Handling customer quarries and providing resolution to customer's queries related to bills and a host of value-added services for a major GSM telecom giant. Got promoted to senior executive and later to escalation desk to handle escalated calls. I have also got opportunity for Handling teams and conducting several small projects and activities to help increase the score of the team.

Awards
- Best Leadership award from employee appreciation at Capgemini
- Going the Extra Mile (G.E.M) Award in 2009. IBM Global Process Service Pvt. Limited.
- One Club Award in 2010. IBM Global Process Service Pvt. Limited.
- Super Talented Achiever (STAR) Award in 2010. IBM Global Process Service Pvt. Limited.
- Certificate of Excellence of 2009. This service champion certificates seeks to recognize the efforts in CSD service. Airtel, (Bharti)
- Customer Champion Award in 2013. Dell India Technical Analyst.
- Spot Award in 2015 for FY15. Dell India Technical Analyst.
- Spot Award in 2018 for Dell India Technical Analyst.
- Shoutout Award 2020 for Support and development IT Analyst.

- Inspire Award 2021 for Development of DRE-Cockpit Application and Team Commitment.
- Q1 2022, Game Changer Award for creating Intelligent Dashboard.

Education
- Received training on Linux System and Network Administration.
- Received training on RPA, Automation Anywhere and SQL from Dell.
- 2011, Microsoft.NET Certification from Jadavpur University.
- 2006, M.Sc. Bioinformatics, Sikkim Manipal University (Distance).
- 2004, B.Sc. Biology, Calcutta University,
- 2001, WBCHSE (10+2), B.K.C. College,
- 1999, WBBSE (10), Metropolitan Institution.

Personal Information

Father Name   : Late. Dr. Tapan Kr. Dhar
Nationality   : Indian
Marital Status   : Married.
Languages   : English, Hindi, Bengali.
Hobbies   : Watching movies, listening to songs, reading books are my hobbies.

Declaration

I, Soumik Dhar, hereby solemnly declare that all the above information is correct to the best of my knowledge and faith.

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   Date   Signature.