

Subrat Kumar Panda

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About Me: As a highly motivated and ambitious recent graduate with experience as a Conversational AI & Chatbot Developer, I am seeking a challenging and rewarding opportunity in the software development industry. I am eager to work with seasoned professionals and learn from their expertise as I continue to advance my career. With a strong belief in the boundless potential for growth in the dynamic technology industry, I am eager to make a meaningful contribution and be a part of this ongoing evolution.

IT Skills

Skills	Data Structures & Algorithms, Rest-API, Azure DevOps, JIRA, Power BI, GIT, GITHUB, SQL, IoT, Robotics
Programming Languages	Java, C, C++, Python, NodeJS
Chatbot Frameworks	IBM Watson Assistant, Google Dialogflow, Azure LUIS, Azure QnA maker, Yellow.AI
Web Tools	HTML5, CSS3, JavaScript

PROFFESIONAL EXPERIENCE (1 Year 6 Months)

Working as **Assistant System Engineer** for **Tata consultancy Services**, Bhubaneswar since July 2021 till date.

Roles & Responsibilities	<ul style="list-style-type: none">• Design and development of Chatbots using IBM Watson Assistant using Node.js as backend Service• Leading & managing client-facing projects (Agile methodology) with a team of 4 members as PIC• Design and implement new products and features while also enhancing the existing product suite• Involved in development activities to ensure smooth deployments to the production level along with L3/ L2 support service and implement solutions for broadly defined problems.• Utilized & used DevOps toolchains in Azure/IBM Cloud Environments, CI/CD Pipelines, Azure Kubernetes Service (AKS) & SQL Database (using pgAdmin)• Collaborated with other IT teams to help them build python-based voice bots using Google's Speech Recognition (Speech to Text) and PY-Audio (Text to Speech) Libraries of Python.
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ACADEMIC QUALIFICATIONS

Degree	Year of Passing	Institute	Percentage
B. Tech (Electrical & Electronics)	2021	Veer Surendra Sai University of Technology, Burla	74.5%
XII (CBSE)	2017	ODM International School, Bhubaneswar	89.8%
X (CBSE)	2015	DAV Model School, IIT Campus, Kharagpur	93.1%

SPECIAL ACHIEVEMENTS & ACCOMPLISHMENTS

- Awarded as Winners of 'Smart India Hackathon 2020' Hardware Edition (under Dept. of Scientific & Industrial Research group).
- Excelled as a Finalist in 'L&T Techgim 2019-20.'
- Recognized as an Emerging Innovator by Team 'KPIT Sparkle 2020'.
- Accomplished all tasks Cleared all stages of 'eYantra Robotics Competition 2019-2020' by IIT Bombay.

POSITIONS OF RESPONSIBILITY

- Coordinated as Secretary of the Students Society of Dept. of EEE, VSSUT Burla (Mar 2020 - Apr 2021)
- Headed as Assistant Secretary, Resonance by Dept. of EE & EEE (Jan 2019 -Mar 2020)
- Mentored a team of 80 students as a Core Technical Member of Robotics Society, VSSUT Burla (Mar 2018 - Jun 2021)

CERTIFICATIONS & TRAININGS

- Completed a Self-Learning Certification course about **Building Chatbots Using Google Dialogflow** (Through LinkedIn Learning)
- Completed a certification course about **Developing Chatbots with Azure** (Through LinkedIn Learning)
- Certified in **AWS Cloud Technical Essentials** (Through Coursera)
- Accomplished the Certification on **Build Your Own Chatbots** through Cognitive Class
- Certification courses such as **Arduino Platform & C Programming**, **Python Programming in Raspberry pi** and **IoT and Embedded Systems** by University of California, Irvine (Through Coursera)

INTERNSHIPS (28 WEEKS)

- Internship at CSKA Automation Services (Robotics, Linguistics and IoT Automation), **Sept 2020 (18 Weeks)**
- Internship at Indian Railways (Electrical), **Oct 2019 (2 Weeks)**
- Internship at Odisha Power Generation & Corporation (Electrical), **May 2019 (4 Weeks)**
- Internship at Signotron Pvt. Ltd (Electronics), **May 2018 (4 Weeks)**

LANGUAGES

ENGLISH (Working Professional Proficiency)

HINDI (Full Professional Proficiency)

Work Experience

Project	: Intelligent Automations - Application Management Services
Client	: Haleon
Technology	: IBM Watson, Azure LUIS, Azure QnA Maker, Azure DevOps, AKS, GitHub, NodeJS, Postgres
Team Size	: 4
Duration	: July 2022 to till date
Role	: Team Leader, L3/L2 support Engineer, Chatbot Developer
Responsibility	: <ul style="list-style-type: none">• Design and development of Chatbots using IBM Watson Assistant, Azure LUIS, Azure QnA Maker• Managing client-facing projects on behalf of the team• Design and implement new products and features while also enhancing the existing product suite• Involved in development activities to ensure smooth deployments to the production level.• Providing L3/ L2 support service and implement solutions for broadly defined problems.• Creating Knowledge bases of newly discovered issues and updating the solution of existing Knowledge Bases• Using Azure DevOps toolchains, CI/CD Pipelines, Azure Kubernetes Service (AKS)• Logging and monitor data for any possible defects using MySQL & Postgres.

Project	: Conversation Gateway Platform Support
Client	: GSK
Environment	: IBM Watson, Azure LUIS, Azure QnA Maker, Azure DevOps, AKS, GitHub, NodeJS, Postgres
Team Size	: 9
Duration	: March 2022 till July 2022
Role	: Chatbot Developer, L2 Support Engineer
Responsibility	: <ul style="list-style-type: none">• Design of Chatbot Skills.• Providing platform support to ensure smooth operation of the platform.• Monitoring logs of AKS clusters for any present defects.• Resolving Incidents & Tickets• Collaborated with other IT teams to help them build python-based voice bots

Project	: Cognitive Solutions for Sanofi Center of Excellence
Client	: Sanofi
Environment	: IBM Watson, IBM Cloud, IBM DevOps, HTML, CSS, NodeJS, Postgres
Team Size	: 12
Duration	: August 2021 till March2022
Role	: Chatbot Developer, L2 Support Engineer
Responsibility	: <ul style="list-style-type: none">• Develop Skills for Chatbot.• Making monthly planned Deployments• Providing platform support to ensure smooth operation of the platform• Coding, Review & Analysis, Preparation of UTP / STP, Conducting Unit Test / System Test• Preparation of Release Note