**SASWAT KUMAR PATRO**

Contact No: +91 9908849156

Email Id: [saswat24@gmail.com](mailto:saswat24@gmail.com)

**OBJECTIVE**

To acquire a responsible position as a Software Developer in this IT industry. Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people in challenging and creative environment, which will help me to explore myself fully and realize my potential in lining with the objectives of the company.

**ACADEMIC REPORT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **Year** | **Institute & Board** | **% of Mark** |
| **B.Tech- Electronics & Communication Engineering** | 2014 | Gandhi Institute of Engineering And Technology **(BPUT)** | 8.13 CGPA |
| **Class XII** | 2010 | Triveni Academy +2 Science College **(CHSE)** | 78.7 % |
| **Class X** | 2008 | Sivananda Centenary Boys’ High school **(BSE)** | 81.4% |

**WORK EXPERIENCE**

I am having 10+ years of experience in software industry and currently working in HCL Tech. My current designation in HCL Tech is ‘Senior Tech Lead’. My area of expertise are in **Perl Scripting, Shell scripting and MySql.** I also have hands on experience in Newrelic, TeamCity, Jenkins, Splunk, ALM and postman tool. In my current project my responsibilities include various application management ,project automation works and application integration. I am leading a dev team and also scrum master for the team.

**Current Organization**

* **Name of Organization- HCL Tech**
* Client – **Deutsche Bank**
* Total Work Experience-11 months
* Role – Senior Tech Lead
* Process – Application management and Project Automation
* Duration- 23-08-2022 to present
* Roles & Responsibilities:
* Integrating different services and tools like Netcool, Newrelic and ServiceNow Integration & MS Teams integration with Geneos.
* Managing servers and maintaining their health through Nimsoft and NRI.
* Writing perl modules, scripts, unit tests to automate various alerts and reports as per client requirement.
* Writing shell scripts to manage and alert on different jobs, services and programmes running on various servers.
* Automating CI/CD pipeline.

**Previous Organizations**

* **Name of Organization- Cognizant Technology Solutions**
* Client – **Mastercard**
* Total Work Experience- 2 year 3 months
* Role – I Associate - Project
* Process – Application development and Database management
* Duration- 26-05-2020 to 22-08-2022
* Roles & Responsibilities:
* Implementing various protocols for Mastercard.
* Writing perl modules, scripts, unit tests for different projects as per client requirement.
* **Name of Organization- Tata Consultancy Services**
* Client – **Humana Inc.**
* Total Work Experience- 2 year 9 months
* Role – IT Analyst
* Process – Application development and Database management
* Duration- 06-09-2017 to 22-05-2020
* Roles & Responsibilities:
* Designing jobs to automate processes like generating invoices, timesheet report etc.
* Writing perl modules for different projects as per the workflow given.
* Writing unit test case, sql query files and helper functions as required.
* Doing sanity check on dbs on a daily basis.
* Doing code fixes and data fixes as requested from qa, ITHelp and business people.
* **Name of Organization- Aptroid Technologies Pvt. Ltd. (Child company of Zeta Global)**
* Total Work Experience - 2 year 6 months
* Process- Automation tool designing, Log processing and Data analysis and management.
* Role- Senior Member Tech
* Duration- 01-01-2015 to 06-06-2017
* Roles & Responsibilities:
* Automating log processing.
* Automating the process of report generation, Sending mails of reports in real time.
* Report generation and analysing reports to increase the deliverability of campaigns.
* Managing the databases and processing the data as per the client requirement.
* **Name of Organization- Zeta Global**
* Total Work Experience:1 year (including 6 months of internship)
* Project name- Email Deliverability and Research
* Process- Email Marketing and Data analytics
* Role- Project Associate
* Duration- 05-05-2014 to 31-12-2014
* Tools used- Zeta Mail
* Roles & Responsibilities:
* Worked on Email marketing analysis, automation tool designing, research and development at Zeta Global.
* Wrote various automation scripts for PMTA monitoring, Email suppressions, Email sending.

**SKILLS**

Software Skills

* Programming Skills: Perl, Shell scripting, Python
* Database: MySQL, Oracle
* OS: LINUX
* Version Control Tool : SVN, Git
* Agile tool : Jira, Rally
* Testing tool : ALM, Postman
* Automation tool : Jenkins, Teamcity
* Observability Tools : Newrelic, Nimsoft, NRI, IBM Tivoli(Netcool), Geneos, Open telemetry
* Certifications : [Newrelic](https://credentials.newrelic.com/83073e69-b02b-44a4-85cd-ac01a63865d7#acc.b1Pus3aT), Splunk, Fundamentals of Al & ML, GCP (Digital Cloud Leader)

Additional Skills

* Well versed in tools like Rally, Jira for day to day work in Agile methodology.
* Have hands on experience in automation tools like TeamCity and Jenkins
* Have experience in testing tools like ALM(Application Lifecycle Management) and Postman
* Have knowledge in Infrastructure Manager tool, Nimsoft tool for server management
* Email Deliverability & Data Analytics
* Log Processing & Test Case Automation
* Basics Administrative and Configuration in LINUX

**PROJECT WORKS**

**1. In HCL Tech**

**1. Newrelic, Netcool and ServiceNow Integration** – I am leading the project which aims at integrating newly commissioned observability tool Newrelic with IBM Tivoli (Newrelic) and ServiceNow.

**Technology Used:** Perl, Shell scripting, NRQL, MySql

Tools Used: Newrelic, IBM Tivoli(Netcool), ServiceNow

**Role Played:**

* Created perl modules, scripts and shell scripts which integrates Newrelic and Netcool.
* Created rule files and policies in Netcool to process the Newrelic alerts.
* Created policies and shell scripts for the flow of data between ServiceNow, Netcool and Newrelic.
* Implemented High Availability through scripting for Newrelic-etcool integration microservice.
* In charge of code review for all the code developed for the Netcool-Newrelic integration microservice al.

**2. Automating CI/CD Pipeline :** - Automating our CI/CD pipeline in order to reduce time and effort while delivering new versions of our packages.

**Technology Used:** Teamcity, Perl, Shell scripting

**Role Played:**

* Created different jobs for different modules in teamcity.
* Updated triggers for the jobs.
* Added various steps in teamcity to automate the whole process.

**3. Geneos Integration with MS Teams:** - Integrating Geneos tool (ITRS tool for server management) with MS Teams so that geneos alerts can be sent to MS Teams for different team channels corresponding to different geneos user groups.

**Technology Used:** Shell scripting, Perl

**Role Played:**

* Wrote a shell script to get and process the data from geneos tool, do a curl and post in MS Teams the alerts received from geneos to correct channels.
* Wrote programme for webhook integration for MS Teams.

**4. Automated USB Alert:** - Implementing a solution in deutsche bank to create and alert and subsequently raise incident when external usb device is connected to any server

**Technology Used:** Perl, MySql, Infrastructure manager, ALM

**Role Played:**

* Updating perl module to generate alert.
* Writing tests to verify the same
* Updating database to generate alert when usb connected log is generated on server.

**2. In Cognizant Technology Services**

**1. Deferred Transaction:** - Implementing a solution in mastercard to support and settle offline transaction which is deferred at the time of transaction initialization

**Technology Used:** Perl, MySql, Shell scripting, XML

**Role Played:**

* Writing various modules to process offline transaction.
* Writing tests to verify all the scenarios of processing and settlement related to different type of offline deferred transaction.
* Implementing the core solution to different acquirers as per their required and accepted formats.

**2. Omnipay Project:** - Implemented various security protocols like global509, EMV3DS, SCA and MCC6012 for Omnipay payment solution.

**Technology Used:** Perl, MySql

**Role Played:**

* Added different functions in Omnipay module to support different secure protocols.
* Added unit tests to verify the code and regression tests to verify real time transactions.

**3. Credential On File:** - This project aims to implement a solution to save card details and use them in subsequent transactions.

**Technology Used:** Perl, MySql

**Role Played:**

* Wrote a module to use the saved details of cards to use in different types of recurring, instalment transactions when transaction is either initiated by merchant or client.
* Wrote different unit tests and regression tests to check the implementation.
* This core feature codebase then used to implement the credential on file feature for different clients like HSBC, Amex, HBOS etc.

**3. In Tata Consultancy Services**

**1. Rosalind Application :**- Rosalind is the application used by all clients, care givers, employees of Humana Inc. for all of their assessments and daily works.

**Technology Used:** Perl, MySql, Shell scripting

**Role Played:**

* Writing jobs to automate processes like various report generation, updating dbs as per feed files and processing logs.
* Doing sanity checks on dbs everyday.
* Writing unit test cases for scripts and modules.
* Writing helper functions and sql query files as per requirement.
* Doing data fixes and code fixes.

**2. GeoCode Project:**- Geocode project is an enhancement to the google api integration with the Humana Rosalind services.

**Technology Used:** Perl, MySql, Shell scripting

**Role Played:**

* Wrote a job to verify any address entered in the gui by client or caregiver with respect to google suggested address. Also It calculates the google distance between 2 points which through the details saved (longitude, latitude etc) which is used in billing modules.

**3. WorkDay Integration:**- To Integrate the Workday (The HR data service software used in Humana) to our rosalind framework.

**Technology Used:** Perl, MySql, Shell scripting

**Role Played:**

* Wrote a job to automate processes of importing data from workday like new employee details and transfers to our framework.
* Updating all the data in our db and generating error logs if any and sending them to appropriate teams.

**4. OML Log:**- To log the OML services called from our dev and prod environment by the users.

**Technology Used:** Perl, MySql, Shell scripting

**Role Played:**

* Wrote a script to log all the service called to and from OML data service which provide the medication data to our Rosalind framework and also updated when any medication was update in our Rosalind framework. Updating all the data in our db and generating error logs if any and sending them to appropriate teams.

**4. In Aptroid Technologies**

**1. Data Management:-**This project aims on everyday basis managing the databases of client companies and ours.

**Technology Used:** Perl, MySql, Shell scripting

**Role Played:**

* Performing flashback and backup on database servers.
* Giving requested data to the teams for mailing after performing suppressions through shell scripting and per scripting programs.
* Used a wide range of regular expressions, DBI module and File I/O in perl and shell to fetch data from database as per requirement of team in a daily basis.

**2. Performance Marketing Management Tool**:-This project deals with automation of log processing and report generation.

**Technology Used:** Perl, MySql, CSS, Javascript, Ajax

**Role Played:**

* Extraction of logs from mailing servers.
* Extracting clicks, opens, conversions from response servers and generating reports of campaigns.

**3. Blacklist Monitoring System:-** This project aims at finding whether a domain or IP is blacklisted in various zones or not for Eg Spamhaus, Multirbl etc. The domains are taken as batch from the webpage and result is presented in the form of HTML tables and a mail is sent with the result to the concerned people.

**Technology Used:** Perl, HTML, CSS, Shell scripting

**Framework Used:** CGI(Common Gateway Interface)

**Role Played:**

* Backend Processing of domains for blacklist report.
* Wrote AbuseUtils module for checking the domain in various blacklist zones.
* As this process is a continuous process I had put the script in cron and the check is done automatically and the result is mailed to the concerned people automatically.

**5. In Zeta Global**

**1**. **Sendmail Project:-** This project aims at editing files on various servers using an UI and then executing a Perl program and passing the file as argument to program to inject emails to PMTA and then send emails to ISP's and capturing the responses like open, click, conversions and also managing errors like hardbounces, blocks etc.

**Technology Used:** Perl, HTML, CSS, Javascript, Shell scripting

**Framework Used:** CGI(Common Gateway Interface)

**Role Played:**

* Backend Processing of Mails before sending.
* Front end user interaction for the construction of mails.
* Wrote logger.pm module to create and manage unique log files for each email campaign and ensure each campaign is deployed to a email id single time.
* Made script to capture the responses in real time in flat files. Along with the responses like opens. clicks, unsubs, abuses it also captures data like browser used, device used etc.
* Wrote script to automatically sync the response captured files to the server for analysis.

**2**. **Email Deliverability :-** This project aims at all the aspects of Deliverability Service & PMTA, DNS Protocol and Mail server.

**Technology Used:** Perl, HTML, CSS, Shell scripting

**Tools Used:** Zeta hub, Power MTA, Aqua mail, Interspire

**Role Played:**

* Involved in pre and post deployment activity of email campaigns.
* Worked in all the aspects of Deliverability Service & PMTA, DNS Protocol and Mail server.
* Responsible for managing and configuring Power MTAs and improving email infrastructure.
* Maintaining email infrastructure in terms of IP and domain health/reputation for better deliverability.

**ACCOMPLISHMENTS**

* Got **Gold Award for 2 consecutive quarter** in Cognizant.
* Got absorbed by the same firm where I did internship as a result of good work and innovations and **Promoted from Project associate to Member tech in just 6 months in Zeta.**
* Awarded as best student and school topper in the silver jubilee of our school in 2011.
* Best project award from Bhubaneswar Municipal Corporation for project “UTILIZING RENEWABLE ENERY SOURCES FOR GREEN BBSR” in 2009.
* Achieved “RAJYAPAL PURASAKAR” in Scout.

**PERSONAL PROFILE**

Name : Saswat Kumar Patro

Father’s name : Kailash Kumar Patro

Mother’s name : Sabita Patro

Date of Birth : 24-06-1993

Gender : Male

Nationality : Indian

Languages Known : English, Hindi and Odia

**Addresses**:

|  |  |
| --- | --- |
| **Permanent address** | **Correspondence address** |
| S/O: Kailash Kumar Patro  At/Po: Jagannath Prasad  Dist: Ganjam  State: Odisha  Pin: 761121 | Flat B102, Ajmera Annex apt.  Behind Reliance Trends, E city ph 1,  Bangalore  State: Karnataka,  Pin: 560100 |

**DECLARATION**

I hereby declare that the information given above is true to the best of my knowledge and belief.

Saswat Kumar Patro Date-:28-12-2024  
 Place-: Bangalore