Swarnadeep Mondol

Technology Consulting | System Integrations & Solution Architect | Agile Transformation | Hospitality Industry

A technology evangelist and ardent professional with over 17 years of prodigious experience in System Integration, End-to-End Software Design, Solution Architecture, Project Management and Infrastructure Automation. Seeking career advancement with an esteemed organization to leverage my extensive expertise in system integrations, software design, and project management to architect and deliver innovative end-to-end solutions and contribute to the continued success of hospitality businesses.

✉ swarnadeep.mandal@gmail.com 📱 +91-8697644275

📍 Kolkata, West Bengal, India in linkedin.com/in/swarnadeepcsm

SKILLS

System Integration | Solution Architecture | Project Management | Software Development Lifecycle (SDLC)

End-to-End Software Design | Infrastructure Automation | Resource Management | Release Management

J2EE Application Development | Risk Management | Product Development | Agile & Waterfall Methodologies

Requirement Gathering and Analysis | Information Security | Change Management | Stakeholder Management

TECHNICAL SKILLS

Programming Languages:	Java, .NET	**Object-Relational Mapping (ORM) Tools:**	JPA (Java Persistence API), Hibernate
Databases:	MSSQL Server, Redis	**Operating Systems:**	Windows, Linux
Source Code Management (SCM) Tools:	SVN (Subversion), Github, TFS (Team Foundation Server,) Azure Repos	**Frontend Technologies:**	HTML, CSS, JavaScript, JQuery
Web Services:	SOAP (Simple Object Access Protocol), REST (Representational State Transfer), Microservices	**Web Servers/ Application Servers:**	Tomcat, JBoss
Other Technologies:	JDBC, Servlets, JSP, Struts, SpringBoot, Hibernate, Web services, Apache Axis2, Apache CXF, Apache Kafka	**Tools & Technologies:**	Github, Jenkins, Docker, Kubernetes, YAML | Maven, ANT | JIRA,Sharepoint, Confluence, SOAP UI, POSTMAN | Azure

KEY STRENGTHS

Solution Architecture Expertise:
Offering profound knowledge and experience in the hospitality domain, proficient in system integrations, greenfield project management, and full software development lifecycle. Knowledge of the current state of infrastructure automation, continuous integration/deployment, SQL/NoSQL. Passionate Azure enthusiast with a deep understanding of cloud infrastructure and adept at deploying and managing Azure solutions to empower businesses with scalability, agility, and efficiency.

End-to-End Integration Expertise:
Proficient in designing and managing end-to-end integration projects, which include requirement gathering, solution architecture, risk management, and deployment using Agile and Waterfall methodologies.

Information Security Proficiency:
Proficient in formulating and executing information security policies, procedures, and controls to safeguard organizational data and technology assets, while addressing security risks and vulnerabilities effectively. Comprehensive knowledge and experience of cloud security principles and solutions.

Audit and Compliance:
Recognized as a member of the company's internal audit team for implementing ISMS (ISO27001) and PCI compliance, ensuring adherence to stringent standards.

WORK EXPERIENCE

Senior Consultant
Busy Rooms ⧉

10/2013 - Present   *Malta*
Achievements/Tasks

- **Guiding Business Growth**: Leveraging extensive experience to guide and foster business growth by architecting and managing comprehensive channel management solutions, nurturing influential relationships with senior stakeholders, and leading a team of technology professionals to ensure innovative solutions and scalable platforms for the organization's success.

- **Architectural Design and Review**: Directed the design and review of high-level architecture, ensuring the development of highly scalable solution components that align with the organization's growth strategy.

- **Collaborative Quality Assurance**: Collaborated closely with the QA team to obtain feature certifications and facilitate the progression of features through various stages of the product life cycle.

- **Customer Relations and Engagement**: Maintained an active and constructive dialogue with both current and potential customers, ensuring their needs and concerns were addressed effectively.

- **Strategic Technology Consultancy**: Provided valuable technology consultancy, guiding the organization in adopting and deploying cutting-edge solutions to enhance competitiveness.

- **End-to-End Integration Design**: Responsible for designing end-to-end integration projects encompassing various phases, including requirement gathering, solution architecture, risk management, and mitigation methodologies, while utilizing Agile and Waterfall methodologies for project lifecycle management.

- **Integration Management**: Managed integrations from project kickoff to successful signoff, overseeing the entire integration life cycle to ensure smooth and effective execution.

- **Team Empowerment**: Empowered the engineering team to drive excellence, fostering a culture of innovation, collaboration, and continuous improvement.

- **Application Design Mastery**: Demonstrating expertise in developing application components that align seamlessly with intricate business requirements and created a comprehensive business application matrix as a valuable reference for project stakeholders.

- **Technology Landscape Analysis**: Conducting thorough analyses of the current technology landscape within the organization, making informed decisions on the adoption of cutting-edge technologies in alignment with organizational objectives.

Senior Software Engineer
eRevMax Technologies Pvt. Ltd. ⧉

07/2006 - 10/2013   *Kolkata*
Achievements/Tasks

- **Requirement Handling**: Successfully managed project requirements from the initial design phase through to implementation, ensuring smooth transitions and Go-Live in the production environment.

- **Problem Resolution**: Analyzed, identified, and resolved defects, bugs, Product Change Requests (PCR), and production issues, playing a pivotal role in maintaining system reliability.

- **Client Query Management**: Efficiently addressed internal and external client queries, providing timely and appropriate responses to support ongoing client satisfaction.

- **Mentoring Junior Developers**: Acted as a Lead Developer, mentoring junior team members to effect robust code changes, facilitating skill development and maintaining code quality standards.

- **CI/CD Pipeline Creation**: Demonstrated expertise in implementing Continuous Integration and Continuous Deployment (CI/CD) by creating a pipeline with Jenkins, streamlining the development process and enhancing efficiency.

- **Requirements Analysis**: Conducted comprehensive analysis of project requirements to ensure they were fully understood and aligned with the intended outcomes.

- **Quality Assurance**: Assured the quality and reliability of software solutions by proactively identifying and resolving issues, contributing to the delivery of robust and dependable applications.

- **Client Communication**: Maintained effective communication with clients, both internal and external, addressing their inquiries and ensuring their expectations were met.

- **Leadership Role**: Functioned as the Lead Developer, guiding and mentoring junior team members to achieve excellence in code development and project execution.

- **Streamlining Development Processes**: Played a key role in enhancing development processes through the implementation of CI/CD practices, resulting in improved efficiency and software quality.

CERTIFICATION

Successfully completed Microsoft Certified Azure Developer Associate in 2023

Successfully completed Microsoft Certified Azure Fundamentals in 2023

Successfully completed PSM (Professional Scrum Master) in 2021.

Successfully completed CSM (Certified Scrum Master) in 2010

HONOR AWARDS

"Recipient of the prestigious 'Rev Player' award in 2011, recognized for exceptional leadership and unwavering commitment to delivering excellence as a team leader."
eRevMax Technologies Pvt. Ltd.

"Awarded the 'Star Performer' accolade in 2007, in recognition of outstanding contributions and unparalleled excellence."
eRevMax Technologies Pvt. Ltd

EDUCATION

B. Tech. in Information Technology
Jadavpur University, Kolkata

2002 - 2006   *CGPA -8.2*

ISC (A Levels)
La Martiniere for Boys, Kolkata

86%

PROJECTS

Project Title: Channel Manager | Client Name: Busy Rooms | Role: Project Manager and Technical Lead
- **Project Description:** Led the development of Channel Manager, a critical component in the hospitality sector, serving as a central hub for OTA connectivity, data retrieval, and distribution. This solution, accommodating ARI and reservation requirements, facilitated seamless data exchange with over 8,000 hotels, handling approximately 200,000 daily requests. The system's adaptable architecture allowed for white-labeling, enhancing partnerships with our CRS.
- **Project Responsibility:** Orchestrated project development, overseeing the engineering team and stakeholder collaboration, while providing high-level architectural designs for scalable solutions, product enhancements, and expert technology consultancy and deployment.

Project Title: PMS Gateway | Client Name: Busy Rooms | Role: Lead Developer and Feature Owner
- **Project Description:** Managed the development of the PMS Gateway API, responsible for integrating multiple market players into our system. This vital API served B2B customers, including PMS and CRS systems, connecting over 20 systems and around 2,000 hotels. It efficiently handled over 40,000 daily updates to various channels, with a monthly reservation count of approximately 110,000.
- **Project Responsibility:** Led development from inception to production readiness, ensuring rigorous testing, code quality, and feature delivery. Collaborated with partners, conducted code reviews, and mentored junior team members to maintain high development standards and resolve issues.

Project Title: Channel Manager Scripts | Client Name: Busy Rooms | Role: Lead Developer and Project Coordinator
- **Project Description:** Oversaw the development of a comprehensive collection of scripts responsible for data retrieval and updates across 120+ global OTAs. Integrations followed OTA specifications and business requirements, enabling seamless data exchange and PUSH/PULL of reservations with support for 120 OTAs.
- **Project Responsibility:** Led end-to-end project execution from design to production implementation, while addressing defects, bugs, product change requests (PCR), and production issues. Provided mentorship to junior developers, ensuring the development of robust code, and established a CI/CD pipeline with Jenkins.

Project Title: RTConnect | Client Name: eRevMax Technologies | Role: Lead Developer and Project Manager
- **Project Description:** Spearheaded the development of RTConnect, the flagship product of eRevMax Technologies, catering to PMS/CRS, OTA, and hotel chains. Developed from scratch, it evolved into one of the largest B2B players in the hospitality industry, delivering effective and efficient channel management solutions. This project contributed significantly to the organization's ISO-27001 certification.
- **Project Responsibility:** Led the end-to-end product development lifecycle, managed a team of 6 members, adhered to standards, and played a pivotal role in coding, designing solution components, and addressing defects, bugfixes, hotfixes, and production issues.

Project Title: RTConnect Control Center | Client Name: eRevMax Technologies | Role: Web Developer and Project Contributor
- **Project Description:** Developed the RTConnect Control Center, a critical configuration module used by support and configuration specialists to tailor RTConnect for clients. This browser-based management module played a crucial role in ensuring the seamless operation and customization of the flagship product.
- **Project Responsibility:** Led the design and development of web components, contributed to enhancing software development life cycle (SDLC) processes, collaborated with product teams in design discussions, and managed the complete product development life cycle.

PERSONAL ATTRIBUTES

Intellectual Curiosity   Innate Problem-solver   Impeccable Analytical skills   Unwavering Professionalism

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

Bengali
Native or Bilingual Proficiency

INTERESTS

Travelling   Social Networking   Music   Reading