

SOUMODEEP MAITY

Senior Software Engineer

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OBJECTIVE

To work in a quality driven technical environment, that enhances my knowledge and skills and allows me to use my knowledge, skills, and experience for personal and professional growth.

PROFESSIONAL SKILLS

- I have more than **5 years** of experience as a **Senior Software Engineer** in L1/L2 Application Support and Data Operation Analyst.
- **Roles:**
 - Monitored production support process and financial applications for accuracy and quality.
 - Manage and oversee daily data operations, including data processing, data transfers and data quality assurance.
 - Monitor data workflows to ensure smooth and efficient data movement.
 - Troubleshoot data-related issues, identifying root causes and implementing timely solutions.
 - Collaborate with cross-functional teams to gather data requirements and implement data solutions.
 - Perform data validation and reconciliation to ensure data integrity and accuracy.
 - Develop and maintain data documentation, process flows, and standard operating procedures using Confluence.
 - Provide technical support and assistance to end-users for data-related inquiries and issues.
 - Proactively identify opportunities for process improvements and optimization in data operations.
 - Generate monthly reports summarizing ticket updates and progress for client review. Gather data from ticketing systems such as Zendesk to compile comprehensive reports detailing ticket statuses, resolutions, and any outstanding issues.
 - Assist in Disaster Recovery (DR) activities by participating in testing and execution.
 - Utilize PowerShell scripts and Autosys job scheduling to perform data loads into target systems.
 - Collaborate with data engineering and operations teams to optimize data load processes and improve overall system performance.
 - Provided "Rotational on Call Support" on critical tickets during OFF working hours.
- **Overall, I have more than 5 years of Work Experience.**

SKILL SUMMARY

- Programming Languages : Core Java, Gherkin, C#, SQL.
- Operating Systems : Windows, Linux
- Skills Event : AWS, Release Manager, Test Harness, SQL, Technical Support, Client Support, Tickets, IT Hardware Support, Networking, Remote Desktop, Troubleshooting, Error Analysis, Software Installation, On-call Support, WinSCP, ETL, Zendesk, Major Incident Management, Microsoft Office, Microsoft Excel, Application Support, Jira, Autosys, Confluence, Powershell, Microsoft Tools, Specflow, Test Automation, Ptier Regression, Manual Testing and BIRT Regression.
- Other : Cucumber, Gitlab, VS Code, Filezilla.

WORK EXPERIENCE

- February, 2022 to Present Date : Empaxis Data management , Kolkata (Senior Software Engineer)
- May, 2020 to June,2021 : Wipro , Kolkata (System Support Engineer)
- June,2021 to December,2021 : Centium Technologies , Kolkata (Front End Developer- Internship)

EDUCATIONAL QUALIFICATIONS

- B.Tech (Computer Science) from Saroj Mohan Institute Of Technology, which is under Techno India Group, with First class with Distinction **(7.75 DGPA)**.
- Completed HSC (Sci.) from Pramila Memorial Institute (ISC Board) with **63%**.
- Completed SSC from Julien Day School (ICSE Board) with **81%**.

PERSONAL INFORMATION

- Date Of Birth: 17th February 1997.
- Languages Known: English, Hindi, and Bengali.
- Address: 33/46, Kaikhali, Sardar Para. Kolkata – 700052.

DECLARATION

I hereby confirm that the facts stated in this application are true to the best of my knowledge.

Soumodeep Maity