

# Sumit Dutta

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## SUMMARY

Application Integration Engineer, Senior with over 9 years of experience in Boomi, Workato, SOA, and OSB. Proven understanding of enterprise application integration, SOA design, and business process management.

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## EXPERIENCE

### Application Integration Engineer, Senior Tracelink India Private Limited

September 2021 – Present, Pune, IN

- Set up the Workato iPaaS infrastructure for the organization and create the roadmap for integrating the CRM, ERP, Marketing and Finance applications such as Salesforce, Workday, NetSuite, Marketo, Zoom etc.
- Set up the On-Prem Agent as a gateway for accessing in-house APIs, databases and SFTPs to connect it with the centralized integration layer.
- Reduced the time spent by the ServiceNow team to update the CMDB records by creating integrations between the most used IT asset management systems such as SCCM, Zabbix and JAMF APIs with ServiceNow CMDB using the REST APIs.
- Reduced the time to create an integration from 4 months to 2 weeks by designing, developing and deploying an automated integration pipeline for the Order to Cash flow between Salesforce and Netsuite. The integration is scalable to accommodate other applications communicating with the core applications.
- Automated onboarding and offboarding processes for the Human Resources Department by integrating them with google calendar and ServiceNow; reduced the time required to onboard new hires from 10 hours to 10 minutes.
- Created automation workflows between Zoom and Marketo APIs to add the Webinar registrant details to the Lead object which would be enriched and subsequently sent to other channels like Salesforce.
- Formulated the architecture and integration solutions to the applications and the associated teams across the organization while performing as an Architect.
- Improved performance of existing integrations and architecture to reduce service times from 4 hours to 30 minutes and to reduce error rates from 5% to 1%, by implementing new processes for managing server resources, streamlining job designs, and implementing new error handling processes.
- Reduced IT costs by \$100k/year by creating in-house integrations that eliminated proprietary connectors between enterprise applications.
- Certified in Workato Automation Pro 1.0.

### Senior Systems Integration Engineer Qualys

July 2018 – August 2021, Pune, IN

- Formulate and implement an optimal strategy to integrate a portfolio of more than 50 SaaS business applications used across organizations such as NetSuite, Salesforce, Marketo, and Okta for more agile information flow between teams using iPaaS Dell Boomi cloud and On-premise platform.
- Automated sync job services with a retry mechanism which reduced the number of failures from 50 to 0 and improved the stability of the system.
- Attained adequate knowledge of Salesforce, through salesforce.com Administration, and Apex Services, to build precise integrations with the application, increasing productivity by 20%.
- Responsible for architecting, designing, and developing the integration services required for deploying, managing, and monitoring enterprise solutions from Azure, AWS, and Armor.
- Reduced run-time of Dell Boomi-based processes, lowering costs by 20% whilst increasing overall throughput, by using JavaScript and Groovy within the Dell Boomi platform.
- Created more than 50 integrations between APIs and applications like NetSuite, Coupa, Conga, Anaplan, Marketo, Wells Fargo, and Database systems, resulting in a more than 25% reduction of time spent on manual tasks.
- Performing the initial unit testing thoroughly before handing over the services to the QA team and the deployment/release management, including postproduction maintenance.
- Developed shell scripts to interact with the external systems and fetch data which is fed to the pipeline services, resulting in a 40% increase in the quality of the data delivered to the client.
- Gained basic knowledge of network troubleshooting to provide the initial root cause analysis to the concerned team for quick resolution of the issues.
- Reduced costs by 40% by setting up a Boomi molecule on-premise and migrating heavyweight services from Boomi's cloud and administering the platform
- Implemented a roll-out plan for best practices, naming conventions, and coding practices, reducing the new hire learning curve by 75%.
- Created and updated the Technical Design Documents, integration artefacts and the JIRAs, monitored and analyzed the performance of assigned systems and took corrective action as needed to improve performance by 15% in 6 months.

### Software Engineer Tieto India Private Limited

April 2017 – June 2018, Pune, IN

- Built and delivered the interfaces using BPEL and Oracle Service Bus, which directly interact with the core banking services as well as Master Data Management (MDM), using an Agile approach within a team of 5 members.
- Replaced services interacting with the legacy systems by creating fresh Web Services for the newer modules with the same operations but with improved efficiency and features using SOAP and REST protocols, measured by a 2x increase in performance
- Migrated legacy 11g services to the latest 12c platform using the newer features available, resulting in a 25% performance improvement.
- Improved the API documentation by creating a new page for each API, updating the existing API confluence pages, and adding metrics to measure the API use.
- Supported and performed deployments in lower environments.
- Demonstrated a solid understanding of the MuleSoft platform by receiving the training of a MuleSoft Developer

## **Business Systems Analyst**

**PTC**

**January 2016 – April 2017, Pune, IN**

- Developed SaaS applications and SOA implementations using SOAP, WSDL, ESB, OSB and mediator and XML technologies (XML, XSD, XSLT, XQuery) & JDeveloper.
- Spearheaded the creation of services around applications such as Salesforce, Oracle EBS, and ServiceNow which manage customer data and service requests.
- Built Order Management Service which interacted with the customer's request for a new subscription with the oracle database for provisioning.
- Managed the migration of 30 old services developed in the Cast Iron platform to SOA, making them more efficient in the process by eliminating redundancies, reducing the completion time by 50% over the course of six months
- Successfully resolved production support issues for 20+ projects in the Production environment, by conducting data analysis and providing process and systems knowledge for the project teams

## **Software Engineering Analyst**

**Accenture**

**February 2013 – January 2016, Pune, IN**

- Worked as Oracle Fusion Middleware Developer involved in System Development and Integration of enterprise applications.
- Replacing services interacting with the legacy systems by creating fresh services for the newer modules with the same operations but with improved efficiency and features.
- Worked on the custom error handling framework.
- Implement XREF, DVM, and Queues (ActiveMQ, JMS) extensively.
- Knowledge of the functional flow of Order to Cash (O2C) life cycle and Agent Assisted Billing Care (AABC) Pre-Integration Packs (PIPs).
- Lead proofs-of-concept with cross-functional teams for validating new technology or approaches such as RESTful API development, API Management, and API Design.
- Experience in Oracle AIA.
- Support deployments and perform deployments using GIT in lower environments.

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## **EDUCATION**

### **Executive Programme in Business Analytics**

Indian Institute of Management, Calcutta • Kolkata, India • 2019

### **Bachelor of Engineering, Electrical and Electronics**

Acharya Institute of Technology • Bengaluru, India • 2012

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## **CERTIFICATIONS**

### **Workato Automation Pro 1**

Workato Automation Institute • 2022

### **Dell Boomi Associate certification in Production Administration**

Boomi • 2021

### **ITIL Foundation Certified in IT Service Management**

ITIL Foundation • 2018

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## **SKILLS**

**Dell Boomi, Cloud Integration, Application Integration, Enterprise web services APIs, MDM, RESTful, SOAP, SQL, API management, Oracle SOA, Groovy, JavaScript, SFTP, XML, XSD, JSON, EDI X12**