 **Biswajit Swain**

Flat No. – B-201, Bijay Laxmi Apartment

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**CAREER OBJECTIVE**

To be a successful professional in a globally respected company and to achieve the objectives of the company with honesty and fairness and to continuously upgrade my knowledge and skills. I seek a company that will help me contribute to its development while concurrently aiding my personal growth.

**WORK EXPERIENCE**

1. **Software Engineer (7th June 2021 – Present)**

 **CriticalRiver Technologies Pvt. Ltd., Hyderabad, Telengana**

 Roles & Responsibilities:

* Working on US based Virtual Contact Centre Software provider Five9’s proprietary work flow automation tool (whendu – iPaaS Tool). Successfully delivered more than 25 Projects
* Communicated project information through presentations, technical reports.
* Provide technical guidance or support for the development
* Documented design specifications
* Have knowledge of APIs. Worked on Postman, REST Assured & SoapUI Tool.
* Have knowledge of all web methods GET, PUT, POST, DELETE, etc.
* Got trained on Workato – cloud based iPaaS Tool. And have achieved Workato Automation Pro – 1, 2 & 3 Certifications. Working on Accelerators which includes Automating Employee Onboarding & Offboarding. Include searching API Documentation of the targeted application and understanding the API Calls based on the requirement.
* Have knowledge of Integration concepts, API Development & Testing. Experience in requirements gathering, analyzing, planning, designing and implementing solutions for business problems.
* Hands-on experience in developing integration between on premise and Cloud applications like Salesforce, NetSuite, Dynamics CRM, HRMS Applications, Invoicing & Payroll Applications etc using Workato
* Achieved Level 4 Certification of Celigo integrator.io.
* Achieved Boomi – Associate Administrator Certification
* Working on SnapLogic Certification

 Selected Projects:

1. Nyman Turkish PC
2. Worked on the Five9 Whendu iPaaS Tool to create a flow for ANI (Automatic Number Indentification) Rotator for the Customer. Number will rotate based on the Area code.
3. Healpros Solution
4. Worked on the Five9 Whendu iPaaS Tool to create a flow for the customer to fetch the call recordings of the agents from VCC (Virtual Contact Center) and upload it to Amazon S3 and then transcribing the audio file and loading it to Salesforce.
5. Alpaca Audiology
6. Worked on the Five9 Whendu iPaaS Tool to create a flow for the customer to send SMS to the Leads based on the Campaign.

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Institution** | **Board** | **Year** | **Percentage/ CGPA** |
| Bachelor Of Technology(B. Tech) | C.V. Raman College of Engineering, Bhubaneswar | Autonomous (BPUT) | 2019 | 7.35 CGPA |
| Intermediate | Christ College, Cuttack | CHSE | 2015 | 70% |
| Matriculation | Cambridge School, Cuttack | ICSE | 2013 | 79.33% |

**AREA OF INTEREST**

1.Data Integration and Middleware Tools

2.Data Analysis & Visualization

**COMPUTER SKILLS/TECHNICAL SKILLS/CORE COMPETENCIES**

1.Knowledge of computer languages: C, C++, Java, Python & SQL

2.Database/DBMS: MySQL

3.Data Visualization Tools: Tableau & Power BI.

4.Computer Skills: MS Office, Advanced MS Excel

5.Languages Known: English, Hindi & Odia

**TRAINING AND SEMINARS ATTENTED**

1.**Internship -** Captive Power Plant, NALCO, Angul.

2.Business English Certificate, British Council.

3.Online courses of TATA Capability Development Center.

4.Online Course of ICSI - Network Security Specialist

5.Foundational Artificial Intelligence course aligned to SSC NASSCOM Foundation AI curriculum by Skill Up.

6.Lean Six Sigma White Belt – Aveta Business Institute, Six Sigma Yellow Belt – VMEdu, Inc.

**STRENGTHS**

1.Committed, loyal and hard worker with good communication and team work skills.

2.A Quick learner with Can do attitude. Have Strong Analytical & Interpersonal skills.

**HOBBIES AND INTERESTS**

1.Painting

2.Playing Carrom

3.Listening Music

4.Travelling

I hereby declare that the information furnished above is true to the best of my knowledge.

**DATE: 25/10/2022**

**PLACE: Bhubaneswar, Odisha**

 **Signature**