

Atish Chandra

Senior Engineer, AI Integrations

Senior Engineer with 5+ years across Application Integrations, Enterprise AI Integrations, Infrastructure, and L3 Support. Passionate about leveraging AI to improve support efficiency and enterprise workflows, with a strong focus on solving issues at the source and driving customer satisfaction.

✉ atishchandra2000@gmail.com

📍 Hyderabad, India

🌐 atishchandra.github.io/Profile

📞 +917979060121

🌐 linkedin.com/in/atishchandra

📝 medium.com/@atishchandra2000

WORK EXPERIENCE

Senior Engineer, AI Integrations ServiceNow, India

04/2023 - Present

Hyderabad, India

- Supporting global enterprise customers across authentication, web services, APIs, IntegrationHub, Workflow Data Fabric, Microsoft Teams and M365, Conversational AI, and product integrations.
- Expanding scope to Now Assist and GenAI platform stack including AI Agents, Gen AI Controller, AI Search, and NAVA.
- Working across customer environments, underlying infrastructure, and tech stacks to diagnose root causes and drive resolutions beyond surface-level fixes.
- Diagnosing, debugging, and resolving critical cases through root cause analysis, test environment replication, and cross-team collaboration.
- Driving case deflection, automation, and process improvement initiatives to enhance support efficiency and customer satisfaction.
- Conducting technical interviews, delivering technical training, and presenting integration modules to the team.

Engineer, Infrastructure & Integrations Capgemini, India

01/2021 - 04/2023

Bangalore, India

- Managed Unix/Linux infrastructure, relational databases (PostgreSQL, Oracle, MySQL), and frontend servers (Apache Tomcat, IBM WebSphere) including migrations, upgrades, and SSL configuration.
- Performed technical migrations from legacy Unix servers to modern Linux environments including upgrades to Java, MySQL, PostgreSQL, Oracle DB, Tomcat, and WebSphere.
- Administered databases and automated routine infrastructure processes using Shell scripting to ensure repeatability and high-quality delivery.
- Served as final point of L3 escalation, collaborating with Development, Testing, and Product teams, and mentoring junior engineers.

EDUCATION

MCA

Chandigarh University

05/2021 - 05/2023

8.1 CGPA

BCA

Institute of Technology & Science, Ghaziabad

08/2017 - 09/2020

78.33 % (Top 1% of the Batch)

SKILLS



ACHIEVEMENTS

Knowledge Champion Award: Recognised for outstanding contributions to knowledge management.

Received multiple Kudos from customers and management at ServiceNow for exceptional support.

Llama Award: Recognised for outstanding contribution to the business in Q2-2024 at ServiceNow.

Titan Award: Awarded for Outstanding Performance in Q2-2022 by Capgemini.

Rockstar Award: Recognised for Outstanding Contribution in Q1-2022 by Capgemini.

Merit Rank Holder: Consecutively ranked in the 1st, 2nd, and 3rd year of graduation.

CERTIFICATIONS

ServiceNow Certified System Administrator

AWS Certified Cloud Practitioner

Microsoft Azure Fundamentals

System Administration and IT Infrastructure Services

INTERESTS

Writing

Travelling

Music