

ARNAB DATTA

Senior Software Developer • Technical Lead • IT Consultant

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EXECUTIVE PROFILE

Senior Software Development & IT Delivery professional with 11+ years of experience designing, developing, implementing and securing web applications, enterprise information systems and digital workflow solutions. Strong hands-on expertise in PHP, CodeIgniter, Laravel, MySQL, Python-based analytics and application security, with end-to-end experience spanning requirements analysis, solution design, development, deployment, security assessment, maintenance and user support. Proven experience delivering technology solutions across the Chief Minister’s Office, District Administration, Kolkata Police and various institutional environments, leading operational teams, implementing digital transformation initiatives, developing MIS, dashboards and workflow automation solutions.

CAREER HIGHLIGHTS

- **11+ years of experience** across software development, enterprise applications, e-Governance, application security, IT project delivery, MIS and data analytics.
- **Led a 20+ member operational team** supporting CMO grievance-processing activities, including workload allocation, progress monitoring, quality control and performance reporting.
- **Led the implementation of key e-Governance initiatives**, including e-District, e-Office and digital single-window workflows at district level, providing user training, preparing technical documentation and delivering technical and implementation support.
- **Designed and developed multiple Government web applications** using CodeIgniter, PHP and MySQL, alongside Python-based analytics and reporting automation solutions.
- **Delivered application security assessments**, GIGW/STQC-oriented security checks, information-security support and technology implementation across CMO, District Administration and Kolkata Police environments.

CORE TECHNOLOGY & DELIVERY STACK

Software Engineering PHP • CodeIgniter 4 • Laravel • JavaScript • Python • MVC/HMVC • REST APIs	Data & Databases MySQL • PostgreSQL • Database Design • Query Optimization • Data Validation • MIS
Technical Delivery & AI Requirements Analysis • Solution Design • Workflow Automation • Application Lifecycle Management • Technical Documentation • User Training • Stakeholder Coordination • Team Leadership • AI-Assisted Development	

PROFESSIONAL EXPERIENCE

Junior Consultant & Information Security Technical Officer

Chief Minister’s Office, Government of West Bengal – Monitoring of Programme Implementation & Grievance Cell

April 2025 – October 2026 | Nabanna, Howrah

- Managed and monitored the CMO Grievance Portal, coordinating with departments and field offices to facilitate timely grievance routing, follow-up and resolution while strengthening operational visibility and accountability.
- Supervised 20+ Data Entry Operators by allocating grievance-upload workloads, monitoring daily progress and collecting status reports, ensuring timely and accurate data processing across assigned operations.
- Analyzed incoming grievances and supported departmental mapping and assignment, enabling structured routing, follow-up and disposal of cases across relevant departments and field offices.
- Coordinated with government departments, field officials and senior officers to track pending grievances, identify workflow bottlenecks and support timely resolution and service-delivery accountability.

- Administered and analyzed the Samannay Portal for monitoring implementation progress of Chief Minister-announced projects, validating departmental submissions for accuracy, completeness and timely status updates.
- Designed and developed custom applications and data-processing solutions for grievance tracking, DEO work monitoring, data analysis and MIS generation, using CodeIgniter, PHP, MySQL and Python to automate operational workflows and improve reporting capabilities.
- Prepared MIS reports, analytical dashboards, progress summaries, briefs and management presentations for senior officers and policy-level reviews, converting operational data into structured information for monitoring and decision-making.
- Coordinated with WB-CSIRT on information-security matters, supporting issue identification, mitigation follow-up and security-related coordination for government IT systems.

District Project Manager (IT & e-Governance) & Information Security Technical Officer

Office of the District Magistrate & Collector, Paschim Bardhaman – IT & e-Governance Section

November 2020 – April 2025 | Asansol, Paschim Bardhaman

- Led district-level implementation of the e-District Mission Mode Project, coordinating technical implementation and operational requirements to support delivery of digital government services across the district.
- Implemented the e-Office platform in Paschim Bardhaman, providing user training, technical documentation and implementation support to facilitate adoption of digital office workflows.
- Implemented the Anumati Portal/Single Window Clearance System in accordance with the West Bengal Telecom Infrastructure Guidelines, 2020, translating regulatory and administrative requirements into an operational digital workflow.
- Designed and developed multiple Government web applications using CodeIgniter and MySQL, including the Complaint Monitoring System, Samannay, Civil Defence Volunteers Management System and e-Family Tree Certificate Portal, converting administrative processes into structured digital applications.
- Led application development across the full lifecycle, including requirements analysis, solution design, development, database implementation, testing, deployment support, maintenance and troubleshooting of government information systems.
- Provided Information Security awareness and technical support to Government officials, strengthening security practices and supporting secure use of government applications and digital systems.
- Coordinated with local Cyber Police on information-security matters, supporting technical coordination, issue escalation and follow-up related to security concerns.
- Provided ongoing application implementation, maintenance and technical troubleshooting support, while conducting user training and preparing technical documentation to ensure effective system adoption and continuity of operations.

Computer Analyst

Cyber Patrol Cell, Kolkata Police – Lalbazar

August 2017 – November 2020 | Kolkata

- Developed, optimized and maintained numerous web applications using PHP, CodeIgniter, MySQL and Oracle, delivering application functionality aligned with operational and user requirements.
- Analyzed business and technical requirements and translated them into web-based solutions, managing development activities within defined delivery timelines.
- Designed and developed responsive web interfaces using HTML5, CSS3, Bootstrap and JavaScript-based technologies, supporting consistent usability across web platforms.
- Conducted web application security assessments and supported GIGW/STQC compliance-oriented security checks, identifying potential security concerns and contributing to application hardening.
- Provided technical guidance, application maintenance and user support, troubleshooting application issues and supporting reliable day-to-day operation of deployed systems.

Data Entry Operator

Office of the District Magistrate & Collector, Purba Bardhaman – Treasury Section, SDO Katwa

August 2015 – August 2017 | Katwa, Purba Bardhaman

- Processed financial and administrative data using IFMS/HRMS and compiled monthly accounts and supporting records for accurate and timely submission to State and Central Government authorities.

TECHNICAL SKILLS

Programming	PHP, Python, JavaScript
Frameworks	CodeIgniter 4, Laravel, Bootstrap, Materialize
Web & APIs	HTML5, CSS3, JavaScript, jQuery, AJAX, JSON, REST APIs, Responsive Web Design
Databases	MySQL, PostgreSQL, Oracle, Database Design, Query Optimization, Data Validation
Application Security	Web Application Security, Security Assessment, Vulnerability Identification, Security Auditing, Application Hardening, OWASP ZAP, Burp Suite, Nmap, Netsparker, Wireshark, Metasploit
e-Governance & Digital Transformation	Government IT Systems, Digital Service Delivery, Process Digitization, Workflow Automation, Mission Mode Project Implementation, Enterprise Application Implementation, Business Process Mapping, Inter-departmental Coordination, User Training & Adoption, Technical Documentation, Application Support & Maintenance, GIGW/STQC-Oriented Compliance
CMS/e-Commerce	WordPress, WooCommerce, Odoo, Laravel-based eCommerce Systems
Development & Deployment Tools	Git, Apache, Linux/Ubuntu, XAMPP, VS Code, PyCharm, Sublime Text
AI-Assisted Software Engineering	AI-Assisted Coding, Debugging, Code Review, Requirements Analysis & Generation, Technical Documentation, Solution Prototyping, Development Productivity

FUNCTIONAL & DOMAIN EXPERTISE

Software Development & Application Lifecycle Management: End-to-end web application development covering requirements analysis, solution design, development, database integration, testing, deployment, maintenance, troubleshooting and user support.

Requirements Analysis & Business Process Mapping: Understanding business and administrative requirements, translating operational needs into application specifications, mapping existing processes, identifying improvement opportunities and defining functional workflows.

Solution Design & Workflow Automation: Designing practical technology solutions, application workflows, task-management processes and digital systems to streamline operations, improve process visibility and reduce manual effort.

IT Project Implementation & Technical Delivery: Planning and executing technology implementations, coordinating technical activities, supporting deployment, resolving implementation issues, tracking progress and ensuring delivery aligned with functional requirements.

Stakeholder & Inter-departmental Coordination: Coordinating with Government departments, field offices, technical teams, senior officials and other stakeholders to resolve operational issues, track implementation progress and ensure timely execution of technology-enabled processes.

Team Supervision & Operational Monitoring: Supervising operational resources, allocating technical/administrative tasks, monitoring work progress, reviewing outputs, identifying bottlenecks and ensuring timely completion of assigned activities.

EDUCATION

- Master of Science (M.Sc.) in Computer Science – The University of Burdwan, Burdwan
- Bachelor of Science (B.Sc.) – The University of Burdwan, Burdwan
- A-Level – National Institute of Electronics & Information Technology (NIELIT), formerly DOEACC, Government of India
- O-Level – National Institute of Electronics & Information Technology (NIELIT), formerly DOEACC, Government of India

LANGUAGES

Bengali • English • Hindi