Anirban Bhattacharya

About

Dedicated and results-oriented professional with a dynamic background in business administration. Offering a solid foundation in strategic management, coupled with a keen interest in driving product excellence. With an MBA and expertise in Agile methodologies, I am poised to contribute innovative solutions to complex business challenges. Experienced in collaborating with cross-functional teams, I am equipped to lead product development initiatives, enhance customer experiences, and achieve organizational objectives. Passionate about solving real-world problems through data-driven solutions.

Bio

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in Anirban Bhattacharya
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Expertise

- ❖ MS Office Suite
- ❖ KNIME Analytical Tool
- ❖ Statistical Inferences - SAS
- ❖ Power BI and DAX
- ❖ Tableau
- ❖ Google Cloud Platform
- ❖ Microsoft Dynamics
- ❖ MySQL
- ❖ Blockchain
- ❖ NumPy
- ❖ Pandas
- ❖ Exploratory Data Analysis & ETL
- ❖ Agile SDLC Methodology
- ❖ Business Intelligence
- ❖ Microsoft Azure
- ❖ Lean Six Sigma

Experience

1.   Business Analyst
Indus Net Technologies
Period: October 2022 till Present

Responsibilities –
- Collect and document project requirements from stakeholders
- Evaluation and documentation like BRD, SRS and FSD
- Cleaning and pre-processing data to ensure accuracy and usefulness
- Diagram current and future business processes for optimization
- Visualizing and presenting data to stakeholders
- Bridge communication gaps between technical and non-technical teams.
- Create detailed requirement documents and user stories
- Collaborate to design solutions aligning with business needs.
- Assess impacts of changes and manage transition strategies

2.   Analyst - Project Workforce Manager
Tata Consultancy Services. LOB: Energy, Utilities & Manufacturing
Period: November 2019 till October 2022

Responsibilities –
- Establishing procedures and processes associated with staffing, scheduling, forecasting and planning.
- Prepare daily, weekly and monthly data with respect to performance on advisor level.
- Create visual analysis for providing meaningful insight to managers and delivery leads.
- Maintain periodic databases of all KPIs pertaining to the business.
- Ensure clear goals, objectives, and performance standards are established and communicated across all levels within the team and for cross-functional partners and other on-shore teams.
- Coordinating with all members to roster all resources as per the business requirement and forecast.

3.   Senior Process Associate
Wipro Technologies. LOB: Dynamic Operations & Platform. **Client: Hewlett Packard Inc.**
Period: May 2017 till November 2019.

Responsibilities –
- Apply data analysis techniques to uncover trends and insights that inform strategic decisions.
- Implement security measures to safeguard sensitive data and ensure compliance with data protection regulations.
- Plan and coordinate MIS projects, ensuring that they are delivered on time, within budget, and meeting requirements.
- Collaborate with stakeholders to gather detailed requirements for new MIS projects or enhancements to existing systems.
- Supervising the development and maintenance of websites and ensuring the protection of users' data.
- Keeping up-to-date with the latest trends, developments, and best practices in the IT industry

Certifications

- ❖ Advanced Lean Six Sigma Yellow Belt
- ❖ Blockchain in Telecom
- ❖ Executive Program in Data Science
  - ➤ Python for Data Science
  - ➤ Statistical methods for decision making
  - ➤ Data Mining and Treatment
  - ➤ Machine Learning
  - ➤ End to End Data Science Projects
  - ➤ SQL
  - ➤ Data Visualization using Tableau

Academics

2023
Degree: Master of Business Administration
John Moore's University, Liverpool
(Results Awaited)

2022
Post Graduate Program in Management
Institute of Management & Technology,
Ghaziabad

2017
Bachelors' Degree in Commerce
(Honors - Finance and Accounting)
University of Calcutta

2014
Indian School Certificate Examination
(12th Grade)

Linguistics

English	★★★★★
Hindi	★★★★★
Bengali	★★★★★

Projects

- ➤ Improvement of Speed of Response (SOR) by reducing the time of wait by analyzing periodic data from 97 to 62 seconds.
- ➤ Increase in First Contact Resolution (FCR) from 68% to 81% by monitoring and training bottom quartile performing FLAs.
- ➤ Increase in the number of answer counts and balancing the response rates among all the advisors in the queues and thereby reducing AHT.
- ➤ Reducing AHT from 22 minutes to 15 minutes by creating a Time and Motion tracker for email support queue.
- ➤ Election Exit Poll Prediction and Synthetic Diamond Price Prediction.

Achievements

- ➤ Received best trainee certificate for outstanding performance for on-the-job completion (Wipro).
- ➤ Received Best Performance HP Rockstar award 2018 award 2019 (Client-side).
- ➤ Completed Front Line Management (FLM) exam and training by Wipro Leadership Academy.
- ➤ Received 'Star Performer' awards for the best performance in parameters such as AHT and Quality (Tata).
- ➤ Received On-The-Spot award for contribution towards data security (Tata).
- ➤ Received outstanding performance award for handing and reduction of customer complaints (Tata and Client).
- ➤ Received Special Achievement Award for outstanding performance towards business leakage reduction (Tata).

Hobbies

- ➤ Driving
- ➤ PC Hardware
- ➤ Reddit
- ➤ Console and PC gaming
- ➤ Travelling
- ➤ Cyber security