ANIRUDH GHOSH

VP Delivery, Signzy

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Delivering projects with effective solution, improved quality and timely delivery

CAREER PATH:

Feb 2024 – till date: Signzy Technologies Pvt Limited

- Vice President Delivery

April 2021 – Feb 2024: Riskcovry

- Senior Partner Support Manager
- Engineering manager

Mar 2020 – April 2021: **Innoviti Payment Solutions**

- Technical Account manager

Nov '14 - Mar'20**: Persistent System Solution**

- Project Lead
- Senior Team Lead

April'11 – Nov '14: **Cognizant Technology Solutions**

- Associate (Tech Lead)

Sep'09 – Mar'11**: AMDOCS Limited**

- Subject Matter Expert

Aug'08 – Mar'09: **(On contract) with Infosys**

- Build and Release Engineer

June'07 – Aug '08: **Datamatics Technologies Limited**

- Software Engineer

KEY SKILLS:

- Process Setup, Improvement, and re-engineering
- Project Management: Leading Projects individually and as a team from inception to execution and support.
- Highly proficient in understanding new technologies and successfully accomplishing project goals.
- Result oriented mindset. Thinking from a client's perspective.
- Technical Expertise on C, UNIX, Shell, Perl Scripting, SQL
- Payments Domain

Signzy

VP- Delivery Lead
- Providing strategic direction and mentorship while delivering streamlined and customized solutions on SIGNZY no code platform
- Collaborate with cross-functional teams, oversee project lifecycle, ensuring adherence to timelines and budgets and establish KPIs for project advancement and team performance.
- Conduct Steercom, initiate cross team training, perform appraisals and people management roles.

Riskcovry

Senior Manager- Partner Support
- Elevating the growth of the partner support team with better knowledge management and tool development
- Converting a cost center support team to revenue generating partner service team
- Generating support metrics to provide reverse input for product and platform enhancement.

Engineering Manager

- Participated in project requirement gathering meetings, demo walkthroughs with potential application users and develop business requirements documents (BRD) and functional requirements documents (FRD)
- Working on defects, observations and enhancements raised by the partners.
- Coordinated with business and growth teams to plan, develop, align and execute strategies that would meet the client's vision, mission and purpose.
- Systematized sprints, retrospective meetings, daily stand-ups, and scrum ceremonies to resolve conflicts, estimate efforts and address backlogs.
- Addressing postproduction issues, SOP and stakeholder matrix creation and maintaining SLA. Developed project plans and managed project scope using agile/waterfall methodologies to guide projects from conceptualization to implementation and maintenance.

Innoviti Payment solutions Limited
- Handling team performance, reporting, escalations, KRA evaluation and interactions with other teams and vendor
- Worked on DART, 360 View and Kaizen implementation.
- Stakeholder management, capacity planning, defining KPIs, product on-boarding, scope management plan, risk management plan, stakeholder management, resource, and schedule management.
- Working towards adhering Governance, Audit, Managing and Control, handling Escalations, Product support SOP as part of BAU.

PERSISTENT SYSTEM SOLUTION:

Project Lead

- Worked as Process Manager for Application L3 support
- Designed service level documents (SLAs and OLAs), accreditation and service readiness matrix, access control matrix, RASIC, roster, On boarding.
- Worked towards project management by tracking KPIs and project allocation metrics.
- Worked towards Automation, process, and performance improvement.
- Stakeholder management and coordination with onshore SPOCs, security and network team, vendor infrastructure team and service management team.
- Building support model, readiness to ORR, Audit and CSAT, requirement gathering and design document review
- Worked on Automation to create corpus and structure for ChatBOT.

Senior Team Lead

- Managing the NOC team for the customer, consisting of 7 members
- Orchestrated the ISO external audit for the project.
- Risk and Vulnerabilities Management
- Reporting, Stakeholder Management, and Continuity Plan
- Worked as L3-Single Point of Contact for application support for the customer.

COGNIZANT TECHNOLOGY SOLUTIONS:

Technical Lead

- Managing release and deployment in SIT, ST and UAT environments
- Defect analysis and resolution
- Planning, Scheduling, and upgrading environments.
- Working on RFC, automation, and continuous service improvements
- Conducting and organizing organizational level knowledge sessions

AMDOCS LIMITED:

- Working as SME for an Amdocs Product -APRM
- Requirement gathering and documentation for Interface design document, High level design and detailed level design.
- Customization of product from different customers and services.

ALLUAFFAIR:

- Working as a software engineer to develop a website for the organization.
- Helped in setting up data server and backup schedules.

MODUS INFOSYSTEMS:

- Worked for Infosys as a Build and re-write engineer.
- Performing quality check of the work, mentoring and improving service delivery

DATAMATICS TECHNOLOGIES LIMITED:

- Developed conversion engines to convert Client proprietary data to C functions.
- Developed Perl based engines to push and pull data from data center to collection server.
- Code versioning, release, and deployment on customer environment.
- Automation and improving defect count through Six Sigma.