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|  | **SUBHADEEP BANERJEE**  PMO/ Team Lead/ Operations/ Quality/Project Management  Location Preference: India / Overseas Core Competencies  Project management Operations Budgeting & Forecasting Administration  Project Root Cause Analysis Team management & Liaising  Quality Assurance & Control |

**Profile**

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| To excel in a professional environment where my potential is recognized and awarded.  A competent professional offering nearly 9 years of notable contribution in the entire gamut of people management, PMO roles, operations & quality.  Extensive experience in defining project scope and schedule while focusing on regular and timely delivery of value, organizing, and leading project status and working meetings, preparing, and distributing progress reports, managing risks and issues, correcting deviations from plans, and performing delivery planning for assigned projects.  **CONTACT**  PHONE:  **+**917595950733  EMAIL:  [banerjeesubhadeep6@gmail.com](mailto:banerjeesubhadeep6@gmail.com)  **HOBBIES**  Cricket Listening songs Travel  Reading books | **EDUCATION**  **NSHM – Knowledge Campus, Kolkata**  2007 - 2009  **Master’s in business administration (MBA) -** Specialization in Marketing Management: (Degree awarded by: **NIAM** & **MKU**, Bangalore)  **Pailan College of management & technology- Under WBUT**  2004 - 2007  Graduation in Hospitality management (**BHSM**)  **WORK EXPERIENCE**  **Tech Mahindra**  TL/OPS  14/6/2022 – 19/08/2022  **Responsibility:**   * Team Management * Service Level Agreement Compliance tracking. * PMS data preparation * Handling a team of 40 associates * Process & AHT improvement * Implementation of strategies in ground level * Planning & forecasting of productivity improvement * Roster & login planning * Attrition & shrinkage controlling plans * Conflicts & escalations handling * Calibration handling * Scorecard review   **Globsyn IT Services PVT LTD**  Senior Team Leader Operations Oct 2019 – 3rd March’2021  **Responsibility:**   * Team Management * Service Level Agreement Compliance tracking. * Reporting for daily & weekly & monthly project’s health status * PMS data preparation * Handling a team of 84 consultants & 23 QA’s * Transition of work for new projects * Process improvement through R&D * Implementation of strategies in ground level * Planning & forecasting of productivity improvement * Co-ordinating between management & consultant & QA’s * Client call handling * Preparation of SOP’s   **Achievements, Value additions:**   * 1. Best TL of the quarter’s award winner   2. Innovation & out of box thinking award winner   3. Presently working as acting senior team lead –got the promotion after 3 months. |

**Marble Box LLP**

Operation & quality analyst December 2018 – September 2019

## Responsibility:

* Finding error & dissolve error through training & Feed back
* Provide management & US insurance related process training to Press associates
* Service Level Agreement Compliance tracking.
* Reporting for daily & weekly & monthly project’s health status
* Handling a team of 10 PAs
* Transition of work for new US projects
* Process improvement through R&D
* Problem management handling

## Achievements, Value additions:

* 1. Best QA of the month Award winner
  2. Gems of the quarter Award

# H4 Holidays PVT LTD

Operation &sales

May 2018 – December 2018

## Responsibility:

* Issuing of International & Domestic flight tickets
* International & Domestic Tour Package Designing & costing/pricing
* Back Office Work (Administration, Accounts & Invoicing)
* Clients visit for International & Domestic Package sales
* Processing of visa requests & assists the client till the end of the process
* Handling of walk-in query for domestic & international tour packages & identifying the prospects
* Daily interaction with the overseas suppliers (Israel, Srilanka etc) for getting the best & effective service from them for our client
* Tied up with Domestic suppliers after identifying them from suitable source (Like Govt. Journals/websites & other dependable sources)
* Attending of seminars & workshops on behalf of the company to update the knowledge about the growing business
* Handling office administration & budgeting
* Almost 10 international & 5 national tour packages I have sold for this organization till now.

## Achievements, Value additions:

* Till date I have given almost Rs. 15,00,000 of business through domestic & international tour package sales.

# Entrepreneur - Establishing Own Business

Pet items selling as a Trading Concern May 2015 – March 2018

## Responsibility:

* Purchasing of materials & stocks
* Marketing through online sites & social media
* Generating sales enquiry & taking order
* Packaging & Transportation of order
* Maintaining daily accounts

# Capgemini India PVT LTD

Consultant – team lead January 2011 – May 2015

## Responsibility:

1. Resource Management - Utilization tracking and reporting, some part of workforce Management, Location Change, Resource Forecasting, Capacity planning, On-boarding & off- boarding.
2. Service Level Agreement Compliance tracking.
3. Continual process improvement.
4. Work in collaboration with other functional departments of India & Netherland
5. Monitor performance, assess Metrics/MSR and gather data for Continual Service improvement.
6. Working in close co-ordination with India and Netherland Team & management to handle client conflicts & issues
7. Implementation of Lean & CMMI level 5 as PQL of multi-client project
8. ITIL V3 foundation – Capgemini internal
9. Utilization tracking and reporting to India & Netherland management on weekly basis.
10. Resource capacity planning. Identify areas of cross skilling of resources for better utilization.
11. Monitoring the entire project health status report.
12. Project finance related activity. Like-ticketing tool updating & ensure booking of resources on time & till final Invoicing.
13. Onshore audit handling & delivered to auditor each month.
14. Control daily & monthly breach through graphical representation & discussion.
15. Change & incident management team handling as lead for 2 years

## Achievements, Value additions:

* PMO process Standardization, Documentation.
* Total systematic implementation of Lean & CMMI Level V 2012.
* Clients visit organization & properly handled when I am only 6 months of experience in this sector

## Rewards & Recognition:

**Awarded as Project Star & Project Pillar in 2012**

# D1 Williamsons & Magor

Project Officer

Department: Management, Admin & Operations May 2010 – December 2010

## Responsibility:

1. Finance controlling - Budgeting, accounting, controlling of Jharkhand state operation.
2. Labour management - Duty roster, problem management, productivity calculation & grievance handling.
3. Field & factory operation handling & improvement.
4. Work in collaboration with other functional departments.
5. Recruitment - I have recruited almost 30 people in Jharkhand & Orissa.
6. Other legal activity& local administration handling. (district level to state level).
7. Salary distribution, budgeting & forecasting for finance making with the help of finance executive.
8. Audit handling with external auditor for state finance report (including expenses, procurement etc.)
9. Purchase & procurement of whole State also done by me. starting from Car to Fertilizer & plant.

## Achievements, Value additions:

Joined as districts project officer & promoted to state admin & operation head within 4 months. Some key achievements below.

1. Standardization the process & documentation for whole state.
2. Regular staff training & reporting system implementation.
3. MREGA funding collection & implementation with the coordination with DM.
4. Labour handling & handle their issues.

# Dhanush India IT Solutions Pvt. Ltd.(Management Training)

Role:

Operation/admin & business development

May 2010 – December 2010

## Responsibility:

1. Generate franchise & master franchise in east India through sales ability
2. Support (business development, operation/admin) the existing Franchise.
3. Report to Marketing head about the daily sales for 15 franchises after collecting them from centre sales staffs.
4. Recruitment of staffs for franchises
5. Organizing the Sales & Operational training for the franchise staffs
6. Attend franchise fair for generating leads & business expansions. (Pune, Ahmadabad, Kolkata, Delhi, Jaypur).
7. Also new franchise office establishment in the eastern region. (Starting from searching the place to decoration & recruitment).

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| **Max Newyork Life Insurance (Management Training)**  Role: Management trainee Department: Sales  **Responsibility:**   1. Support sales manager for documentation. 2. Support sales manager team to handle sales call. 3. Generate P200 & R450 for the sales team. 4. Coordinator with operation team for login.   **SKILLS**  MS Excel 80%  Clarity, Team forge 75%  Budgeting & forecasting… 85%  Labor Management 90%  Administration 95%  Project management… 75%  0.00% 25.00% 50.00% 75.00% 100.00% |
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| **SUBHADEEP BANERJEE** |

