Subhashish Pramanik

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Strong background in solution delivery, product management and professional services around enterprise software. Domain expertise in ERP and business process optimization with focus on digital transformation. Proven ability to lead large initiatives, devise effective solution strategies and foster collaboration and communication.

RELEVANT PROFESSIONAL EXPERIENCE

Global Program Director   *Birlasoft Ltd.*   **Bangalore**   **July.2022 – Aug.2023**
- As the head of multi-service delivery, managed a discrete manufacturing AMS program with projects in SAP, SuccessFactors, EBS, JDE functional technical and infrastructure support.
- Handled additional responsibility for presales and solutioning for proposals.

Program Head   *Arisoft Innovation Pvt. Ltd.*   **Bangalore**   **May.2020 – July.2022**
- Led professional services for implementation of IQMS (DelmiaWorks) software suite in India. IQMS software is widely used in the manufacturing sector as part of digital transformation initiatives.
- Led zero-to-one product management and development for EXIM (Export import management) and e-Invoice products. Built the two products grounds-up starting from finding product-market-fit and defining a minimum viable product. Defined functionality and workflows within bounds of technical feasibility and compliance requirements of government regulations.
- Leveraged TDD (Test Driven Development) to reduce development iterations and reduce time-to-market.

Asst-Director-SAP   *Rashtreeya Sikshana Samithi Trust*   **Bangalore**   **Oct.2018 – Jan.2020**
- Led implementation program of SAP S4HANA and SuccessFactors EC, PMGM, and LMS for a group of 20 institutions operating in the K12 and professional education sector.

Director Product Management   *Openport India Pvt. Ltd.*   **Bangalore**   **May.2017 – Mar.2018**
- Led one to N product features development for logistics SaaS product suites, Track and Trace and ePOD and add-on supply chain Android app (Driver App). The suite provided real-time visibility into Full Truck load (FTL) deliveries along with electronic proof of delivery (ePOD) for CPQ companies. This helped our customers in faster financial settlement.
- On the process front, structured product management with planning cycles, structured feature tradeoff, published roadmaps, detailed JIRA stories, predictable delivery schedule and regular communication with stakeholders.

Project Manager   *Capgemini India Pvt. Ltd.*   **Bangalore**   **Aug.2014 – Apr.2017**
- Led a SAP HCM Implementation project to success for a leading infrastructure company in India which resulted in faster and accurate payroll processing, employee and manager self service, self service HR reporting and system driven performance management. Delivery lead for a 15 member team.
- Successfully oversaw the service delivery support of SAP processes post project deployment for a global beverage leader.
- Developed Workforce Management module to manage skill transition across the lifecycle of infrastructure projects. Developed and implemented comprehensive quality assurance measures to ensure the successful execution of offshore projects.

SAP Delivery Assurance Consultant   *LastMile Consultants Pvt. Ltd.*   **Chennai**   **Mar.2014- Aug.2014**
- Managed delivery assurance for an SAP Implementation project for a leading electric power distribution company. Improved the delivery artifacts acceptance iterations to less than two, which resulted in faster milestone achievement.

Project Manager   *Bristlecone India Ltd.*   **Bangalore**   **May.2007 – Oct.2009**

- Shaped the strategic direction of SAP implementation projects. Managed technical validation through comprehensive functional and technical reviews.
- Leveraged SAP CRM service for a global CPG client to implement an innovative use case of managing post sale complaints, feedback and query processing along with defective goods retrieval. This project was presented in SAP Summit 2008 and Customer received a global award for this project.
- Extended the process to manage CPG customer's primary (Wholesale) and secondary (Retail) network sales complaints, feedback and query management.
- Managed adherence to project timelines and baseline customer satisfaction (CSAT) ratings.

Lead SAP Consultant   **MindTree Ltd.**   **Bangalore**   **Nov.2006 – May.2007**
- Led solutioning tailored to the specific needs of a CPG sector client using SAP Production Planning (PP) and SAP Plant Maintenance (PM/EAM) modules.

Advisory IT Consultant   *IBM India Private Limited*   **Bangalore**   **Mar.2000 – Oct.2006**
- Delivered multiple global SAP implementation projects in collaboration with IBM teams across multiple geographies.
- Played enterprise architect role in designing and implementing service management processes for one of the leading semiconductor leaders leveraging SAP PM/EAM and SM/CS.

Other Professional Engagements

Entrepreneurial roles	Self Employed	Bangalore Nov.2009 – Mar.2014
Engineer	Kirloskar Electric Company	Bangalore Aug.1994 – Jun.1998

EDUCATION

PGDM (Management)	S.P. Jain Institute of Management and Research	Mumbai	Jun.1998 – Mar.2000
B. Tech. (Electrical)	National Institute of Technology Warangal	Warangal	Aug.1990 – Apr.1994

SKILLS
- In-depth expertise in designing and implementing cloud architecture. Possess *Google Cloud Certified Professional Cloud Architect* (GCP, PCA) by Google Cloud,(ID MeOqGY), June-2023. Familiar with AWS cloud services and architecture.
- Strong hands on knowledge of maintenance and aftermarket processes like customer support, warranty, repair processing and field service. Certified APICS CPIM, 2005 to 2009.
- Well versed and certified through NPTEL and IIT, IISc on Industry 4.0, IoT, IIoT.
- Experienced in leveraging the Activate methodology of SAP in SAP Implementation, ITIL framework in Service Delivery, agile tools and processes, as well as DevOps for efficient project management and collaboration.
- MBA in Manufacturing Management with focus on Smart Manufacturing.