Saptarshi Syam

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Business Analyst

15+ years of success executing all phases of Software Development Lifecycle (SDLC), transforming business initiatives into technology solutions.

Seasoned IT Professional with 17 years of comprehensive industry experience, including 7 years as a successful Technical Lead & Business Analyst, seeking a challenging role that leverages my expertise in Business Analysis, Project Management, and Data Science. Proficient in Python, SQL, and data science methodologies, I am poised to contribute to the achievement of business goals by effectively utilizing data-driven insights and fostering innovation. With a proven track record of delivering projects on time and within scope, I am eager to apply my deep understanding of business context and data analysis to drive meaningful impact and guide strategic decision-making.

Recently undergone a comprehensive 7-month training program in Data science, equipping me with advanced skills to propel my career forward and stay at the forefront of emerging technologies. This training has enabled me to confidently embrace new technologies while enhancing my expertise in Data Science.

Highlights of Expertise

- Business Acumen
- Project Management
- Python
- Exploratory Data Analysis

- Solutions Architecture
- Data Analysis
- SQL/NoSQL
- Big Data

- Data Science
- Agile Methodologies
- Data Visualization
- Team Building & Leadership

Professional Experience

Tata Consultancy Services, Harrisburg, PA
Business Analyst/ Senior Project Manager (March 2023 – Present)
Tools & Technologies: Jira, Asana, Python, SQL, GCP, AI-ML, Data Science
Lead and inspire a proficient team of Data Analysts while fulfilling diverse responsibilities for a pharmacy client(Rite Aid). My role encompasses understanding the pharmacy industry intricacies, formulating data-driven insights to enhance operational efficiency, ensuring data quality, and delivering compelling visualizations that empower strategic decision-making within a collaborative environment..

- Understanding Business Context: Develop business cases and recommendations, supporting data-driven decision-making.
- Ensure data quality by understanding data requirements and maintaining awareness of data quality.
- Use data visualization tools to identify easy-to-understand patterns and relationships.

Tata Consultancy Services, Bentonville, AR
Technical Architect/Engagement Manager (March 2021 - January 2023)
Tools & Technologies: Jira, Python, Mainframe, Ultimatix IPMS, GCP, Tableau
Promoted from Project Manager in September 2022. Led modernization of logistics system from mainframe to Google Cloud. Developed and maintained positive stakeholder relationships, responding to needs and requirements through service delivery and effective solutions, ensuring technical projects were completed on time and within budget.

- Managed and mentored 20-member geographically dispersed development team.
- Directed technical projects, maintaining alignment with organizational goals and helping drive $2M+ in annual revenue.
- Streamlined operations, collaborating with Internal Modernization Team to reduce manual effort by 40%.

- Prepared reports (using Tableau) detailing project metrics for internal stakeholders.

Tata Consultancy Services, Kolkata, India
Technical Lead/Project Manager (November 2020 – March 2021)
Tools & Technologies: Mainframe, Python, Databricks, Cassandra, Ultimatix IPMS, Microsoft Azure
Managed IT projects, ensuring on-time delivery to quality and budget specifications. Guided team throughout project lifecycle, leading successful migration of cash rewards application from legacy system to new Cloud-based application. Served as primary point of contact for Sam's membership, providing regular updates and identifying opportunities to add value. Implemented robust security measures and disaster recovery plans, mitigating potential risks and threats to safeguard client's IT environment.

- Successfully managed modernization of legacy cash rewards application (Walmart) to Cloud.
- Recruited, trained, managed, and mentored five-member IT team, fostering collaborative, high-performance work culture.
- Developed and managed IT budget, optimizing resource allocation and cost effectiveness.

Tata Consultancy Services (TCS), Bentonville, AR
Solution Architect/Project Manager (February 2016 - October 2020)
Technical Lead (December 2012 – January 2016)
Tools & Technologies: Jira, IBM Mainframe, Cassandra, Ultimatix IPMS, Microsoft Azure, Teradata, Hadoop, SQL
Gathered and defined requirements for Sam's Club Cash Rewards application, meeting with key stakeholders and leading 15-member onsite development team across multiple technologies to ensure seamless delivery of multiple key initiatives.

- Created the Sam's Club Flagship Cash Rewards Application both in legacy format and through modernization using cutting-edge technologies, leveraging the capabilities of Cloud infrastructure to optimize performance.
- Performed software testing and code review to ensure product met all internal criteria, adhering to coding standards and best practices.
- Optimized the Data Retrieval Process using different Databases which best suited the changing needs of the Application.

Tata Consultancy Services (TCS), Lytham St Annes, Fylde
Technical Lead (November 2011 - December 2012)
Tools & Technologies: IBM Mainframe, HTML, IMS DB, Core Java, DB2
Collaborated with client to analyze requirements and finalize design of methods segregating data between two companies and led team of geographically dispersed legacy developers. Performed delivery audit to ensure all deliverables met internal and external standards.

- Designed and developed mainframe solution to enable client to segregate data between Guardian and Aegon.

Tata Consultancy Services, Kolkata Area, India
Application Lead (August 2010 - October 2011)
Tools & Technologies: IBM Mainframe, DB2, COBOL, IMS DB/DC, Tableau
Developed mainframe application, ensuring zero slippage and post-implementation defects. Built code review and additional artifacts to optimize delivery process. Conducted IMS training sessions and performed internal software audits as Certified Software Auditor for TCS.

Additional experience as Developer, Cognizant Technology Solutions, Kolkata Area, India.

Education

Data Science Core Bootcamp, 2023
Springboard, San Francisco, CA
Organizational Leadership Graduate, 2021
INSEAD Business School, Singapore
Computer Science & Engineering
West Bengal University of Technology, Kolkata, India

Professional Development & Certifications

- Google Project Management Certification, Coursera, 2023
- Agile Project Management, Coursera, 2023
- TCS Certified in Mid-Level Transformation Program, 2022
- TCS Certified in Growth & Transformation(G&T) Leadership, 2021
- Azure Data Fundamentals (DP 900)
- Data Science Career Track, Springboard, San Francisco, CA, August 2023
- Microsoft Certified: Azure Data Fundamentals, Microsoft, 2021
- Google Project Management Professional Certification
- ITIL V3 Certification, 2014
- Foundation Certificate in IT Service Management
- IBM Certified Database Associate - DB2 10.1 , 2013

Technical Proficiencies

Industry Knowledge	Machine Learning, Artificial Intelligence, Data Analysis, Project Implementation & Delivery, Budget Management, Data Science, IBM Mainframe Operations, Data Wrangling, Statistical Data Analysis, Solutions Architecture, Web Services, Troubleshooting, Defect Tracking, Big Data, Teradata, SDLC
Servers & Software	IBM Mainframes, IBM Customer Information Control System (CICS), Pandas, Azure Cosmos Database, Google Cloud Platform, SAP BI, IBM DB2, Microsoft Azure, SAP BW, Ultimatix IPMS
Programming Languages & Tools	Python, SQL, Teradata SQL, Azure Data Factory, Tableau, Asana, DB2, JCL, JSON, Azure Databricks, Hadoop, Jira, Cassandra, HTML, Core Java, Machine Learning (scikit-learn, TensorFlow), Matplotlib, Seaborn, Git, Jupyter Notebooks, A/B testing platforms.