



**AVIJIT RAHA**  
**C/o Pradip Roy**  
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### **PROFESSIONAL PROFILE**

A resourceful and team-oriented professional with more than nineteen years progressive experience in all phases of a Business Process environment. Recognized as a hands-on, proactive troubleshooter who can identify business problems, formulate strategic plans, initiate changes and implement new processes in challenging and diverse environments. Definitive strengths in reducing costs, improving customer service, developing feedback mechanisms to identify errors, retrain staff and provide senior management with decision-making information. Broad skill-set encompasses the following disciplines:

**Operations management - Organization/planning/supervision Team building-Forecasting/scheduling - Call Auditing - Statistical analysis - End to End to set up of contact center (Ops, Tech inputs, Manpower) - Customer service/relations -collections - Retentions – Migration/Transitions - Tele-sales - Process Improvement and excellence - Business Analysis – Sales and Brand Augmentation – Pre Sales Business Development ( RFQ – RFI – RFP) – BPM(Business Process Management & Reengineering)**

### **SELECTED ACHIEVEMENTS AND RESULTS**

- Awarded Hon: D.Litt in Industrialization Management & Administration[Economics] IEC University South East Asia – Maldives, Conferred at American College - Madurai
- Certification in Six Sigma yellow Belt [ MSME Govt. of India]
- Certified ISO 9001:2008 Internal Auditor Management [MSME Govt. of India]
- Designed and administered designing different process (Postpaid – Prepaid – PTB) in TBSS.
- Developed and created a MIS reporting system to monitor and measure performance output.
- Created and implemented new monitoring procedures with the inbound/outbound teams.
- Designed and implemented Automatic speech IVR for different VAS and other offerings for TATA Teleservices (Latice Bridge).
- Developed scheduling, budget, and contingency forecasting models, and benchmark performance standards to maximize resources quickly for volume changes and objectives.

- Awarded best performing circle according to TNS Customer satisfaction survey within Tata Tele Services (all circles).
- Successfully acquired Project from different segment for Tech Mahindra (British Telecom), Outline System and GMS software through bidding process.
- Awarded for most valued employee of Magus Customer Dialog Pvt. Ltd.

**Currently working with Principle Steel Detailing as Chief Marketing Officer as Free Lancer**

**Worked as General Manager – OPS with Metropolitan C/o JSW Steel Plant JUNE 2014 – ;JULY 2020**

- Bar Rod mill operations with the help of JSW floor team
- Production planning and shift scheduling along with JSW team
- Human resource Planning on behalf of JSW Steel for BRM – Ops , SMS and other support services area
- Strategy formulations and skilled manpower acquisition from different states of India
- Forecasting and Analysis for Manpower need
- Training Identifications and Training need(TNI & TNA
- Tendering
- Campus recruitment through recognized University and Colleges
- Company representation to attract best of the Talent acquisition
- Strategy and Company policy formulation for the current financial year
- B2B Business development on behalf of M/s, Metropolitan for new or existing project site
- Optimization manpower and outsource business
- Liaison with different Government agencies
- Purchase and Vendor development
- Compliance adherence and periodical audit of Statutory compliance along with PF, ESI, ISO, OHSAS & 5S

**Worked as General Manager Operations with Adroit Corporate Services Pvt. Ltd ( Oct'2008 – Sept'2011 And From March'2012 – Dec'2013) Joined back Adroit corporate from 2011**

- Banking End to End back office operations for Standard Chartered Bank, Deutsche Bank, ICICI, INDUSIND, Vijaya Bank
- Registrar & Share Transfer Agents services to 300 plus ME – SME segmented Listed and numerous unlisted companies
- IPO/PUBLIC Issue management as Registrar including Red Herrings reports submission

- Coordination with BSE – CDSL – NSDL and SEBI for various procedure and guideline and also In sync with other mandatory Government of India.
- Fixed Deposit Schemes – Debt market and related activities for Yash Birla Group ( Birla Power – Cotsyn – Shloka etc)
- Business development in the arena of Financial Domain and IT Managed Services
- Managing Follow up & Operations call center of 100 seats for Deutsche Bank
- Leading the Software development team for various financial related ERP software development
- Leading the Cheque Truncation System Development team with Functional and solution designing
- Managing NOC operations for managed services on behalf of Deutsche Bank Singapore

**Worked as Head Business development and strategic planning (Nairobi - Kenya) with Endeavour Africa Group June 2010- july2011. Joined back Adroit Corporate**

- Business strategy formulation for ERP application software (HRMS, POS etc.)
- Business development with high net worth organization in East Africa region ( Kenya – Tanzania – Uganda), Central Africa. West Africa.
- Different product launch segment wise ( Insurance – Micro Finance – Accounting )
- Franchisee Model Development in Nigeria – Tanzania – Uganda – Rwanda etc
- Brand building of individual software applications product
- Business risk management
- Business forecasting – product wise
- Market Segmentation
- Acquiring new businesses in Africa (East, Central and West) continent
- Market communication and media planning
- Team building and training

**Manager Operations - TATA Business Support Services Ltd –(Jan '08 – Sept '08)**

- Account Management of TATA – AIG General Insurance (Motors & Health) D2C Channel.
- Over all process delivery and improvement.
- Ramp up strategy and migration.
- Intra department and process coordination.
- Profit & Loss of the account.
- Client coordination, Technical (Dialer management) coordination with Technology and Client.
- Developing and upgrading of Training module for rebuttals and handling objections.
- People and process development.
- Presales presentation and RFQ formalities

**Worked as Freelance Consultant with GMS Software Solution & Outline system Inc. –(Jul '07 – Dec '07)**

- Migrating HR process from US.

- Job listing, Job Posting and Training.
- Process Migration.
- Operations of 70 seat process for complete HRPO.
- Complete process migration.
- Tele-recruiting on behalf of different fortune 500 companies.
- Presales and preparing RFP, RFQ ( US)
- Bidding for project in SME and other segment (US)

**Senior Process Designer ( Delivery Manager – EMP Project) – Tech Mahindra – Pune – (Aug '06 –Apr '07)**

- Smooth and quality delivery of different BPM models (EMP Project).
- Designing different process of telecom product (MPF, SMPF and LLU) on behalf of BT openreach.
- Onsite (UK) – Off shore (India) resource coordination.
- Different process ARIS modeling
- Resource planning, Stake holders Review.
- Client walkthrough of Deliverables
- Onsite client coordination (British Telecom).
- Project scope defining, Task creation and distribution CR according to the skill set.
- Quality check of deliverables.
- Maintaining and scheduling of Delivery time line.
- Process Improvement of different BT openreach processes and products
- Bidding on behalf of TechM for acquiring different work stack and new BPM project ( BT – UK)

**Worked with TATA – BSS & Magus Customer Dialog for TATA Tele service (June'04 - Jan'06)**

**Key Relationship Manager – Magus Customer Dialog Pvt. Ltd., Delhi**

- Managing operations of Key Accounts - Tata Tele Service Prepaid: Delhi and Rajasthan, Idea Cellular: UP (East and West), Delhi, Rajasthan, Haryana.
- Responsibilities include managing team size of 300 team members, Business planning and promotion, Migration of different accounts & their technological needs, implementation of different process SLA's.

**As Team Manager – Operations – TATA Business Support Services Ltd., during Migration of processes from Magus Customer Dialog - Chandigarh**

- Part of the core team for defining and designing of various processes in TBSS.

- Managing call center operations of TTSL Haryana, Punjab and Himachal Telecom circle - Post paid, Prepaid, Public Telephony Booth, Top corporate and Gold customer, Second Level Churn and Retention.
- Handled complete migration of six circles to TBSS, Managing calling performance according to agreed SLA's.
- Responsible for client interaction, business presentation, performance review, Process mapping and development.

**As Branch Head - Operations – Magus Customer Dialog Pvt. Ltd during launch of six Tata Tele services entire north except Delhi circle**

- Managing Key accounts (Tata Tele services – Haryana, Punjab, Himachal, UP East & West, Rajasthan).
- Migration and Transition of six circles to TBSS.
- Managing and coordinating with client site operations SPOC.
- Manage Calling performance according to agreed SLA's.
- Responsible for business planning, development and appraisal.

**Floor Manager - Srichaitanya Infosystems Ltd., Hyderabad, an International call centre (Jun '02 – Jun '04)**

- Manage and coordinate activities concerned with the operations for outbound tele-sales and inbound activities.
- Managing calling performance of all programs to meet and exceed client and organization expectations.
- Responsibilities include supervising teams, counseling, mentoring, motivating team members, interviewing and process training of employees.
- Executed planning, assigning, appraising performance, resolving various operational related issues.

**Leader – Project operations - Azure Technology Pvt. Ltd., Ahmedabad, an international call centre (Apr '01 – May '02)**

- Responsible for managing teams for outbound tele-sales and inbound activities.
- Implementation of escalation process, adherence of quality system.
- Campaign management of AT&T Wireless (USA), My CITY.COM, My Resource.com.
- Process implementation (complain, call handling, sales etc.), Implementation of TAT Process.
- Handling of operational related issues, process training for Call Center agents and team leaders.
- Business process acquiring from US (AT&T, Verizon etc.)

**Coordinator – Customer Service - SBI Credit Card (GE Capital – SBI JV Company), Ahmedabad, (May '99 – Apr '01)**

- Solving customer queries & complaints.
- Handling of customer verification & risk management processes, MIS generation, Database management processes,
- Handling of Third party verification, Call quality evaluation and SBI branch co-ordination in Gujarat.

**Customer Care Coordinator - Fascel Ltd (CELFORCE), a cellular mobile operator in Gujarat, Mar '98 – Apr '99**

- Responsible for Solving customer queries and complaints, branch coordination, SIM activation, Feature order generation, MIS generation.

**Asst. Manager (F&B Operation) - Inder Residency, a five star hotel in Ahmedabad, Feb '97 – Feb'98**

- Responsibilities include F&B operation, Guest relation, Corporate selling, Food costing, Inventory, Maintaining Sop's, Cash flow maintenance.

**EDUCATION AND PROFESSIONAL TRAINING**

- BA (Majored in Economics).
- Diploma in hotel and catering management.
- Dual Postgraduate Diploma in Computer Application Webel Informatics Ltd. (W.Bengal).
- Training on Guest relation and Banquet selling from Oberoi Grand, Calcutta
- ARIS modeling from British Telecom ( UK)
- Certified ISO 9001:2008 Internal Auditor ( MSME Technology – Govt. Of India – Coimbatore)
- Certified “5S” policy From BMQR
- Certified on OHSAS 18001:2007

**SKILLS AND DEVELOPMENT**

Working knowledge of Fair Debt Collection Practice Act (**FDCPA**), Master/Visa Card Operating procedures, Courses in Stress Management and time management, Customer care awareness from Tele Competence India, Customer communication and Card operation from GE Capital.

**PERSONAL DETAILS**

***Hobbies:*** Cooking and Travelling

***Marital Status:*** Married

***Date of Birth:*** 21.01.1970

Passport No: R1749450

Validity :6.06.2027