

Sayantan Basak



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Mumbai, India

LANGUAGES

Bengali

Native or Bilingual Proficiency

English, Hindi

Full Professional Proficiency

SKILLS

- Product Development
- Requirements Analysis
- IT Automation
- IT Strategy & Transformation
- Agile Methodology
- Market Research
- MS PowerPoint & Excel
- Business Judgement
- Critical Thinking
- Project Management
- Leadership
- Teamwork

AWARDS & RECOGNITIONS

- **Ericsson Power Award**
Delivering complex requirements driven by deadlines and customer satisfaction for Q1, 2018
- **Amul Vidya Bhushan**
Outstanding academic performance at the Central Board of Higher Secondary Education held in March – April 2011

SCHOLARSHIPS

- Awarded with 30% Merit Scholarship on tuition fees by SDA Bocconi Asia Center

CERTIFICATIONS

- Lean Six Sigma Green Belt - KPMG
- Business Analytics using R, Python and Tableau - KPMG
- Scrum Foundation Professional Certificate (SFPC) - CertiProf
- IT Project Management - ISB (Coursera)
- Microsoft Technology Associate in Software Development Fundamentals - Microsoft

PROFESSIONAL SUMMARY

A Technology Consultant with more than 3.5 years of experience in product development and consulting. Passion for leadership, information technology, process improvement, analytics, strategy building and producing valuable insights for clients leveraging emerging technologies while fostering innovation, collaboration and development of peers.

EDUCATION

- | | |
|-------------|--|
| 2019 – 2021 | SDA Bocconi Asia Center, Mumbai, India
International Master in Business (83.45%)
SDA Bocconi School of Management, Milan, Italy |
| 2011 – 2015 | Kalinga Institute of Industrial Technology, Bhubaneswar, India
Bachelor of Technology in Electronics and Telecommunication (7.83/10)
KIIT University, Bhubaneswar, India |
| 2011 | Kendriya Vidyalaya, XII, Coochbehar, India (86.2%) |
| 2009 | Kendriya Vidyalaya, X, Coochbehar, India (91%) |

WORK EXPERIENCE

11/2015 – 5/2019 Ericsson India Global Services, Gurugram, India

Integration Engineer, Workforce Management R&D - Telecom

- **Implemented and managed full life-cycle** ClickSoftware product solutions: Requirement gathering, analysis, designing, coding, testing, development and documentation which is used by leading Telecom companies worldwide to manage their workforce.
- Supported our clients in finalizing business requirements and achieved **100% successful delivery** within deadlines increasing **customer satisfaction by 25% in 6 months**.
- Reduced manual testing efforts of two software products by 50% through **automation**.
- Designed architecture and developed complex functionalities of Cross-Application Time Sheet (CATS) used for **automatic recording of working times and tasks** that reduced 20% costs.
- Led a team of 3 solution-integrators and delivered complex project of **Two-factor authentication** within 3 months that enhanced security.
- **Assisted in pre-sales** by delivering demos, technical trainings and support for new/existing clients.

INTERNSHIPS

4/2020 – 6/2020 EDLP Retail Solutions, Bengaluru, India

Management Intern - Operations, FMCG Retail Trade

- **Managed operations with stakeholders** efficiently and ensure continued business adhering to the SLAs.
- Responsible for **inbound and outbound operations, and inventory management** to ensure smooth functioning of the warehouse.
- Streamlined business workflows **reducing manual efforts by 20%** through automation.
- Recommended and developed **cash reconciliation process** that increased consistency and accuracy of financial accounts.

7/2019 – 8/2019 Quickwork Technological Solutions, Mumbai, India

Management Intern - IT Consulting, IT Automation

- Assessed features, functionalities and performance of the internal **chatbot**.
- Executed **market research** on public and private messengers shortlisting top 15 messengers for detailed analysis.
- Benchmarked internal chatbot against shortlisted messengers and suggested critical features to increase **product competitiveness**.
- Implemented **payment plug-in feature** in the chatbot together with the product development team.

VIRTUAL INTERNSHIPS

7/2020 Deloitte Technology Consulting Virtual Internship - InsideSherpa

- Prepared a **high level overview** of Cloud Computing for a client meeting.
- Advised the client on the benefits, risks and considerations for **transitioning to Cloud**.
- Conducted an analysis and recommended suitable applications for Cloud **Proof of Concept**.