

Arijit Basu

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Profile Summary

Experienced operations leader with a proven track record in team management, process optimization, and performance monitoring. Skilled in handling operational data and leading AI-driven projects across NLP and Computer Vision domains. Demonstrated expertise in quality control, SLA adherence, shrinkage management, and overall operational excellence. Adept at driving team development, managing attrition, and fostering a culture of growth and accountability. Committed to continuous professional development and delivering impactful outcomes aligned with organizational goals.

Skills

Primary Skills: Project Management, People Management, Client Management, Stakeholder Management, Delivery Management, Quality Control

Secondary Skills: Fundamental knowledge of Python, Fundamental knowledge of MySQL, Understanding of PMP concepts, Basic knowledge of P&C; Insurance, Understanding of KYC/AML procedures, Proficient in ChatGPT prompt engineering

Education

Degree	Institution	Year
MBA in Human Resources	Sikkim Manipal University	04/2012
B.Sc. in Computer Science	Acharya Institute of Management & Science	03/2003
Diploma in Advanced Software Technology	CMC	11/2006

Professional Experience

Group Leader, Operations – iMerit Technology Services Pvt. Ltd (02/2022 - 03/2025)

Managed diverse AI-driven projects ensuring 98%+ quality, created in-depth reports, analyzed metrics for process improvements, collaborated with stakeholders, led audits, managed attrition, implemented automation, and fostered team growth.

Team Leader, Operations – Tech Mahindra Ltd (07/2019 - 10/2020)

Led an e-commerce team, ensured KPI & SLA compliance, generated reports, maintained client relations, managed operational metrics, coached employees, and improved productivity.

Assistant Manager, Operations – Concentrix Services India Pvt. Ltd (05/2018 - 02/2019)

Managed mutual fund client support via email/chat/social media, improved response times, ensured SLA compliance, reduced attrition, and optimized performance.

Analyst, Operations – Concentrix Daksh India Pvt. Ltd (06/2007 - 05/2018)

Handled telecom, banking, and insurance operations, led as SME, trained teams, ensured SLA compliance, and optimized processes.

Customer Care Executive – Reliance Infostreams Pvt. Ltd (12/2006 - 05/2007)

Resolved telecom customer queries, improved satisfaction, and achieved performance targets.

Certifications

- Fundamental certification on SQL for data analysis
- Basic certification on P&C; insurance

- Basic certification on AML/KYC
- Fundamental certification on Project Management Professional
- Fundamental certification on Python

Accomplishments

- Awards for Excellence - Multiple 'Star Performer' awards at Concentrix & 'Pat on the Back' at Tech Mahindra
- Rapid Career Progression - Promoted from Senior Team Lead to Group Leader in iMerit within a year
- Professional Development - Completed certifications in Python, PMP, MySQL, and Data Science

Passions

Cricket, Lawn Tennis, action/thriller movies, melodious music, long-distance travel, bike rides.

Languages

Bengali (Native), English (Advanced C1), Hindi (Upper Intermediate B2)