

Sandipan Dutta

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DOB: 8th August 1982

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SENIOR BUSINESS DEVELOPMENT & OPERATIONS PROFESSIONAL

Operations • Business Development • Project Management

A commercially-minded professional with 15+ years of experience in business operations, project management, and market research activities with hands-on experience in business development, pre-sales, RFP / RFQ / RFI handling, preparing client proposals, designing, and creating solution-specific marketing collaterals, strategic value propositions, customer presentations.

Managing day-to-day projects and periodic reviews with senior management. Managing resources and ensuring that development teams follow Scrum framework values and agile practices, mentoring and motivating the teams to improve processes, facilitating meetings and decision-making processes, and eliminating team impediments.

Successful in developing and implementing business strategies, and headcount planning aligned to business process and resource management.

Core Competencies

- Business Development
- Operations
- Presales Management
- Bid & Proposal creation
- Project Management
- Collateral Ownership

Professional Experience

❖ Bhavitha Tech Solutions Pvt Ltd

Designation: Head of Business Operations & Development / Duration: April 2022 to April 2024

1. Scrum Manager

- Manage project's scope, timeline, coordinate sprints, retrospective meetings, and daily stand-ups.
- Facilitate internal communication and effective collaboration and be the point of contact for external communications (e.g., from customers or stakeholders).
- Work with product owners to handle backlogs / new requests, resolve conflicts, and remove obstacles.
- Ensure deliverables are up to quality standards at the end of each sprint.

2. Business Development

- Working on generating leads and handling the sales process for custom software development.
- Meeting prospects and presenting details regarding the solution and services.
- Managing the operations and streamlining the business process.
- Key Account Management by maintaining good business relations with existing clients.
- Attending various corporate and Start-up events to interact with professionals and generate leads.

3. Human Resource

- Worked on gathering profiles through social media, especially LinkedIn.
- Involved in the initial screening of candidates for various in-house IT Requirements.
- Performed initial calls to the candidates to gather all relevant information.
- Involved in scheduling interviews for the shortlisted candidates.
- Coordinates the complete recruitment cycle till onboarding of candidates.

❖ Exponent Dynamix India Pvt Ltd

Designation: Business Development / Duration: June 2021 to December 2021

- Working on generating leads and handling the sales process for Learning and Digital Solutions.
- Carry out the necessary research and develop a funnel of prospective clients.
- Set up meetings for discussions/presentations/demos with prospective clients.
- Meeting prospects and presenting details regarding the solution and services.
- Managing the operations and streamlining the business process.
- Communicate and negotiate internally and externally to facilitate profitable business development and a sustainable relationship with clients.
- Involved in data gathering and profiling prospective clients.
- Key Account Management by maintaining good business relations with existing clients.

❖ ITBIZCON Pvt. Ltd

Designation: Freelance - Business Development / **Duration:** Feb 2018 to March 2021

- Working on generating leads and handling the complete sales process for software development services for the domestic market.
- Set up meetings for discussions/presentations/demos with prospective clients.
- Meeting prospects and presenting details regarding the services.
- Involved in generating sales funnel & generating revenue by acquiring development projects.
- Managing the operations and streamlining the business process.
- Creating and maintaining the marketing collaterals and responsible for online bidding of projects.
- Key Account Management by maintaining good business relations with existing clients.

❖ BSOL Systems Private Limited

Designation: Contractual Business Development Manager / **Duration:** August 2017 to January 2018

- Involved in pre-sales activities for developing business by generating leads globally.
- Carry out the necessary research and develop a funnel of prospective clients.
- Involved extensively in the creation of marketing collaterals.
- Schedule meetings for discussions/presentations/demos with prospective clients.
- Involved in Project Management by managing a team of developers & being the point of contact.
- Key Account Management by maintaining good business relations with existing clients.
- Generating reports by consolidating information & making them available for completing sales.

❖ Eduquity Career Technologies (P) Ltd.

Designation: Assistant Manager Operations / **Duration:** Sept 2015 to Feb 2017

- Relationship management with institutions and computer centers for conducting online assessments.
- Implementing new operational processes and procedures.
- Involved in initiating the process of adding institutes/computer centers through negotiations.
- Leading an onsite team and managing resources for the smooth conduct of online assessments.
- Maximizing accuracy, productivity, and efficient resource utilization.
- Resolving disputes and complaints professionally within policy guidelines.
- Management of Procurement to payments cycle and minimizing bottlenecks.
- Traveling to exam centers & checking the feasibility analysis for conducting online assessments.
- Process improvement and workload elimination to improve service quality.

❖ ITBIZCON Pvt. Ltd

Designation: Manager Business Development / **Duration:** Feb 2011 to August 2015

- Involved in handling the complete sales process for software development services.
- Experience in handling RFP/RFQ/RFI and creating new business proposals for software services.
- Set up online meetings for initial discussions/presentations/demos with prospective clients.
- Meeting prospects and presenting details regarding the services.
- Involved in generating sales funnel & revenue by acquiring software development projects.
- Managing the operations and streamlining the business process.
- Creating and maintaining the marketing collaterals and responsible for online bidding of projects.
- Key Account Management by maintaining good business relations with existing clients.

❖ Integra Micro Software Services Pvt. Ltd

Designation: Business Development Executive / **Duration:** Feb 2010 to Feb 2011

- Worked on pre-sales for developing business by generating leads in the US and European regions.
- Carry out the necessary research and develop a funnel of prospective clients.
- Set up a meeting for discussions/presentations/demos with prospective clients.
- Experience in handling RFP/RFQ/RFI and creating new business proposals for prospective clients.
- Preparation of Commercial Proposals with a detailed understanding of their requirements.
- Creating and maintaining the marketing collaterals.
- Updating and managing the CRM tool and managing and building the MIS for the sales process.
- Generating reports by consolidating information & making them available for completing the sales.

❖ Endeavour Software Technologies Pvt Ltd

Designation: Business Development Executive / **Duration:** November 2007 to January 2010

1. Business Development

- Experience in handling Pre-Sales activities for developing business in the US and European regions.
- Experience in handling RFP/RFQ/RFI and creating new business proposals for software services.
- Involved in the preparation of commercial proposals with a detailed understanding of requirements.
- Set up online meetings for initial discussions/presentations/demos with prospective clients.
- Diligently research and develop a funnel of prospective clients.
- Pursued a long-term account strategy that maximized profits and assisted in cultivating brand loyalty.
- Communicate & negotiate internally and externally to facilitate profitable business development and a sustainable relationship with clients.
- Creating and maintaining the marketing collaterals and responsible for online bidding of projects.

2. Scrum Manager

- Manage each project's scope and timeline and coordinate sprints, retrospective meetings, and daily stand-ups.
- Facilitate internal communication and effective collaboration and be the point of contact for external communications (e.g., from customers or stakeholders).
- Work with product owners to handle backlogs / new requests, resolve conflicts, and remove obstacles.
- Ensure deliverables are up to quality standards at the end of each sprint.

❖ Oracle India deputed by Ma-Foi Management Consultants Limited (Six Months Contract)

Designation: Business Development Contractors / **Duration:** May 2007 to October 2007

- Sales Research on Asian coverage by Oracle and experience in handling pre-sales activities for developing business by generating leads.
- Perform cold calling to generate leads in the Asian region and establish contacts with the concerned person from prospective clients in the Asia-Pacific region.
- Generating reports by consolidating information and making these reports available to complete the sales process.

Part-Time Experience

- I have worked with recruitment firms like Test Yantra, and Suvizion Infotech as Freelancer.
- I have worked with Software Services organizations assisting them with their IT staffing requirements.
- Involved in Business Development for both Permanent and Contractual Staffing.
- Involved in Key Account Management for repetitive recruitment business

Academic Chronicle

- **M.B.A. (Marketing and Systems)** 2006 - Bangalore University, Bangalore
- **B.E (Electronics & Communication)** 2004 - Madras University, Chennai