Rajib Dey

Senior Data & IT management Analyst

- Kolkata, West Bengal
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CERTIFICATIONS

Critical Cyber Infrastructure Protection from OPSWAT Academy (CCIP)

Agile Project Management

Six Sigma Green Belt

CPE QAS Certified Data Analyst

OPTIMAZATION

Visionary leader bringing over 14 years of experience in establishing operational optimization across diverse industries in both national and international operations. Recognized for talents in strategy development . Converts strategic plans into tactical reality through guiding companies in establishing themselves as viable business. Devises and implements new programs and initiates successful processes to produce new product with maximum revenue.

- **Diversified background in operations and engineering management**; distinguished for an entrepreneurial mindset, creative problem solving, cross-functional teams and a bottom-line orientation.
- **Offers innovative solutions to operational challenges** and leverages decisiveness to implement solutions while minimizing risk and maximizing performance.
- **Expert in transforming strategic plans into tactical initiatives** for national and international programs.
- **Motivator and coach combining business acumen with analytical depth** to align operational efficiencies with corporate goals.

CORE COMPETENCIES

- Technical Operation
- Data Analysis
- End User Support
- Strategic Transformations Lead
- National / Regional Operations
- Program Development
- Project Management
- Test Case Analysis
- Continuous Improvement
- Strategic Partnership Relations
- Business Process Reengineering
- Supply Chain Management

SUMMARY

Rajib Dey is a Senior Data Analyst with a strong professional background in the field. He has held significant roles such as L3 Senior Application and Data Analyst/Lead at Vyom Labs Private Limited, where he demonstrated expertise in technical query resolution, customer satisfaction, and compliance with SLA and performance metrics. Rajib has extensive experience in managing incidents, practicing ITSM functions, and maintaining server hardware and software. He possesses a deep understanding of DNS, TCP/IP, SSL, firewalls, and networking concepts. Additionally, he has administered and controlled cloud infrastructure on platforms such as Azure, Google Cloud, and AWS. Rajib has also excelled in project leadership and business analysis, as showcased during his tenure at OKI INDIA PRIVATE LIMITED, where he provided technical and project consultancy support and contributed to increased sales and revenue. He has successfully managed after-sales support, service business, and field support teams, optimizing territory coverage and ensuring efficient service delivery. Rajib holds a Post Graduation Diploma in Computer Application, Hardware, Networking, Software, and Coding from Jadavpur University, as well as a Diploma in Hardware Networking from YMCA Kolkata. He is seeking opportunities to leverage his skills and experience in data analysis and project management.

PROFESSIONAL EXPERIENCE

Aug 2023 - Till Date

Business & Management Analyst

CBSL Group

- Managed IT-related problems and provided timely support to customers, resolving issues efficiently and maintaining high levels of customer satisfaction.
- Implemented proactive measures to optimize network performance, resulting in a 20% reduction in downtime and improved overall operational efficiency.
- Coordinated with cross-functional teams to ensure seamless day-to-day operations, effectively addressing any challenges or bottlenecks that arose.
- Developed and implemented standard operating procedures for IT and operations, streamlining processes and improving productivity.
- Maintained clear and effective communication with team members and customers, avoiding technical jargon and ensuring understanding of IT-related matters.
- Conducted regular audits and assessments to identify areas for improvement and implemented appropriate solutions to enhance network security and performance.
- Diligently proofread all official documentation and communications, ensuring accuracy and professionalism in all interactions.
- Participated in problem management review meetings, providing root cause analysis and contributing to continuous improvement efforts.
- Cultivated healthy business relationships with customers, delivering expected levels of service and fostering customer loyalty.
- Identified key opportunities and drove initiatives to achieve operational targets and secure profitable service business.
- Maintained and monitored organizational IAAS and SAAS standard protocols, ensuring adherence to industry best practices.
- Market Analysis, Vendor Management and Overall group IT and Bussine Administration.

2022 Jan - July 2023

L3 Senior Application and Data Analyst / Lead

Vyom Labs Private Limited

- Coordinated with internal technical team of engineers to handle customer's technical queries, ensuring timely and effective resolution.
- Collaborated with business analysts and support team to address end users' queries and provide appropriate solutions, enhancing customer satisfaction.
- Ensured compliance with SLA and performance metrics through clear control, governance, and reporting using Remedy tool, Salesforce, and core proprietary applications.
- Managed incidents and practiced ITSM functions, ensuring smooth production and infrastructure support management.

- **New Product Development**
- **Team Building & Training**
- **Core Process Development**

- Maintained server hardware and software, including expertise in Microsoft server and services such as DNS, DHCP, and SCCM.
- Analyzed change requests, reviewed them with clients and stakeholders, validated information, and executed high complexity, critical, and emergency changes.
- Demonstrated understanding of DNS, TCP/IP, SSL, firewalls, and networking concepts (VPC, subnetting, VPNs, etc.).
- Administered and controlled Azure, Google Cloud, and AWS, ensuring efficient management of cloud infrastructure.
- Participated in problem management review meetings, providing root cause analysis and contributing to continuous improvement efforts.
- Cultivated healthy business relationships with customers, delivering expected levels of service and fostering customer loyalty.
- Identified key opportunities and drove initiatives to achieve operational targets and secure profitable service business.
- Maintained and monitored organizational IAAS and SAAS standard protocols, ensuring adherence to industry best practices.

2019 -
Till Jan-2022

Project Lead & Business Analyst

OKI INDIA PRIVATE LIMITED

- Provided technical and project consultancy support during client meetings and conference calls, effectively capturing and defining customer requirements.
- Collaborated with sales teams to identify and exploit commercial opportunities for the MN range of products, contributing to increased sales and revenue.
- Managed pre-sales project management, ensuring seamless coordination from requirement capture and design to implementation handover.
- Worked closely with the delivery, support, and success management teams to ensure timely and budget-friendly infrastructure delivery.
- Oversaw after-sales support, managed services, and service business for products across multiple business verticals, ensuring customer satisfaction and retention.
- Managed pre- and post-sales support for all projects within the designated area, resolving issues and ensuring smooth project execution.
- Identified the needs of field support teams within the zone, collaborating with cross-functional teams to develop a comprehensive service network blueprint.
- Led a team of field service executives and authorized service partners, optimizing territory coverage and ensuring efficient service delivery.

2018- June -
2019- February

Senior Manager- Service

Forbes Technosys Limited

- Transformed entrepreneurial vision into reality by developing an innovative strategy focused on research and development of new technology applications in the Banking Automation Industry.
- Defined and executed a comprehensive strategy across all core business functions, including product development, quality assurance, service management, and revenue generation.
- Successfully managed after-sales support, managed services, and service business for products across multiple business verticals.
- Oversaw pre- and post-sales support for all projects within the designated area, ensuring customer satisfaction and timely resolution of technical queries.
- Identified the needs of field support within the zone, collaborated with cross-functional teams to develop a blueprint for an efficient service network.
- Effectively managed the appointment and functioning of service partners, ensuring their adherence to service standards and performance metrics.
- Led a team of field service executives and authorized service partners, optimizing territory coverage and ensuring timely service delivery.
- Coordinated with a team of 45 engineers to address technical queries and provide effective solutions to customers.
- Ensured compliance with service level agreements and performance metrics, maintaining clear control, governance, and reporting.
- Cultivated strong business relationships with customers in the zone, consistently delivering high-quality service and exceeding expectations.
- Defined key performance indicators for subordinates, including 45 engineers, 2 assistant service managers, and 2 management information system teams, conducting regular performance reviews.

2017 - 2018	**Regional Service Manager**

Capital Business System limited (CBSL group)

- Led the development and implementation of CBSL's first comprehensive Banking Automation project, resulting in a 50% reduction in manual strains and improved operational efficiency.
- Assumed the interim position of Regional Service Manager Operations, successfully defining and establishing manufacturing, product assurance, purchasing, and product engineering functions, protocols, and policies.
- Oversaw after-sales support and service operations as the Regional Head for West, East, and South regions, managing a large team of service technicians and ensuring timely and efficient resolution of customer issues.
- Collaborated with sales teams to capture and define customer requirements, leveraging technical and project consultancy expertise to support sales efforts and identify commercial opportunities.
- Managed pre-sales project management, from requirement capture and design to implementation handover, ensuring successful delivery of infrastructure projects within budget and on time.
- Worked closely with the Delivery, Support, and Success management team to ensure seamless coordination and alignment of project activities.
- Maintained clear and effective communication with stakeholders, both internal and external, to ensure a comprehensive understanding of customer needs and expectations.
- Demonstrated strong leadership skills in managing a diverse team of service technicians, providing guidance, support, and fostering a culture of excellence and continuous improvement.

2015- 11 - 2017- 02	**Area Service Manager**

Adtech Systems Limited

- Managing after-sales-support, managed services and service business of products from multiple business verticals.
  • Managing pre- & post-sales support of all projects undergoing within the designated area.
  • Identifying the needs of field support (direct and channel) within the zone in consultation with HO & regional cross-functional teams, and then drawing a blue print of Service Network.
  • Effectively administering Service Partner appointment & their functioning.
  • Driving a team of 18 field service executives & Authorized Service Partners for effective territory coverage.
  • Ensuring compliance of SLA and performance metrics with clear control, governance and reporting.

2014-10 - 2015-11	**Operation Lead**

Aurionpro Solutions Limited

- Led the successful implementation of the Quality Management System (QMS) roll-out project for State Bank of India Banks in West Bengal, ensuring seamless coordination with all business partners and adherence to assigned quarterly targets.
- Collaborated with key stakeholders to develop and execute project plans, effectively managing resources and timelines to achieve project objectives.
- Acted as the primary point of contact for State Bank of India Banks, maintaining strong relationships and providing exceptional customer service throughout the project.
- Coordinated with various departments, including Cash Management, Network Services, Infra Services, and Hardware Suppliers, to ensure smooth project execution and timely delivery of services.
- Developed and implemented strategies to optimize project efficiency and minimize risks, resulting in a 10% reduction in project timeline and improved overall project performance.
- Maintained clear and concise communication with all stakeholders, avoiding industry-specific jargon and ensuring a common understanding of project goals and deliverables.
- Conducted regular project status meetings and provided timely updates to senior management, ensuring transparency and accountability throughout the project lifecycle.
- Diligently proofread all project documentation and reports, ensuring accuracy and professionalism in all communications.

2011-02 - 2014-08	**Senior Service Lead**
	Smartchip Enterprise
	Subject Matter Expert for Bio Metric Projects and Core banking, looking after PAN India support for all PSU and Publlic Sector Bank.

2009 - 2011-01	**IT and Operation Manager**
	United E Solution

- Oversaw the network operations of a call center, ensuring uninterrupted connectivity and smooth functioning of IT systems.
- Managed IT-related problems and provided timely support to customers, resolving issues efficiently and maintaining high levels of customer satisfaction.
- Implemented proactive measures to optimize network performance, resulting in a 20% reduction in downtime and improved overall operational efficiency.
- Coordinated with cross-functional teams to ensure seamless day-to-day operations, effectively addressing any challenges or bottlenecks that arose.
- Developed and implemented standard operating procedures for IT and operations, streamlining processes and improving productivity.
- Maintained clear and effective communication with team members and customers, avoiding technical jargon and ensuring understanding of IT-related matters.
- Conducted regular audits and assessments to identify areas for improvement and implemented appropriate solutions to enhance network security and performance.
- Diligently proofread all official documentation and communications, ensuring accuracy and professionalism in all interactions.

PROJECTS UNDERTAKEN:

- SBI 408 Cash recycler Deployments (20 Crore Project Execution For Kolkata Circle)
- Allahabad Bank 350 Cash recycler deployment (15 crore project execution for Pan India).
- UCO Bank 300 Cash recycler deployment (15 crore project execution for Pan India).
- Axis bank Pan India QMS & Kiosk installation, software installation, Commissioning, Monitoring, Providing Technical support.
- Installing & Service Support for the Cheque Deposit kiosk, QMS, BNF installation for UBI, SBI.
- Passbook Printing Kiosk Installation in Pan India for United bank of India, Union Bank of India, Bank of Maharashtra
- ATVM installation in South Central Railways.

MAJOR CUSTOMER CATERED :

- Starr Health insurance USA. (A division of Starr Companies. Limited)
- PSU and Non PSU Banks
- Private Financial Institutions
- Indian Railway

EDUCATION

2013 - 2014	**Post Graduation Diploma**
	Jadavpur university
	Computer Application, Hardware, Networking, Software, Coding.

2010 - 2011	**Diploma In Hardware Networking**
	YMCA Kolkata
	Grade A

2008 - 2009	**Higher Secondary**
	West Bengal Board of Higher Secondary Education.
	Garde A

2006 - 2007	**Secondary Education**
	West Bengal Board of Secondary Education
	Garde B+

STRENGHT:

- A motivating team player with all positive approach, a good listener and a fast learner, highly flexible in nature, creative in working domain and believes in smart work.
- Self motivated and Leadership quality
- Believe in Teamwork and team result oriented
- Positive attitude & constant learning mind
- Good Communication & Interpersonal & presentation skill.
- Good analytical approach
- Good listening skill

PERSONAL INFORMATION:

- Marital Status: Unmarried
- Language Speaks: English, Hindi, Bengali

DECLARATION:

- I hereby declare the above furnished details are true and Correct to the best of my knowledge.

Date: Signature:

                                                                  Rajib Dey