Harita Chanda

Title:	IT Consultant
Location:	Mumbai, India
Languages:	Hindi (fluent), English (fluent), Marathi (fluent), Nepali (native)
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Experience

Adenza   **March 2022 – Till Date**
Designation: Senior Financial System Administrator
Job Description:

- Working with process leads and NS users in the organization
- Documenting the resolution of issues and maintaining it for internal use
- Interact with the key end users and business owners to map applications to standard business processes and conduct gap analysis (external vendors/NS support/helpdesk)
- Understanding of NS modules like Fixed Assets, RTR, OTC, PTP, ARM, Intercompany module
- Assist teams on Integration setup of Planhat and Planful with NS
- Assist teams on Integration between Expensify and NS for Expense Report
- Assist Teams on Integration issues for Open Air to NS, SFDC to NS
- Raising Jira tickets for IT support
- Helping team to resolve ODBC connector issues, Single Sign-on issues
- Help in maintaining licenses, coordinating with account manager for additional license requirements, renewal of account, certification updates, etc…
- Manage Users and User roles in NS
- Manage Currency set up, Consolidated Exchange Rates set up.
- Maintaining chart of accounts
- Setting up Tax schedules, nexus, tax codes, tax accounts, tax groups
- Build required saved searches, reports and several workflows
- Help develop Advanced PDF templates for transaction forms
- Assisting the Global Audits
- Worked on Kronos application for user time entries

- Perform month end period close activities
- Creating custom fields, custom segments, custom lists as per the requirement.
- Work with CSV imports, mass updates of multiple records

Capgemini   **July 2015 – March 2022**
Designation: Associate Consultant
Job Description:

Capgemini:

    a. **Netsuite Functional Role**

- Software testing/ Deployment/ Implementation/ Business requirement gathering of NetSuite application.
- Requirement gathering and understanding.
- Documentation of requirement, Process and User documentation Design business process and application configuration for application based on industry best practices
- Software testing and Conduct testing of all kinds and prepare test cases of the modules implemented and developed.
- Follow up with Client and Support help desk for issue resolution.
- Documenting the resolution of issues and sharing with the internal team on ongoing basis.
- Preparing KB documents
- Interact with the key end users and business owners to map applications to standard business processes and conduct gap analysis (client/NS support/helpdesk)
- Suggest process improvements based on the application capability and industry best practices
- Support all formal documentation of implementation
- Lead/Support all solution activities including testing and verification
- Testing of Release preview
- Understanding of NS modules like Fixed Assets, RTR, OTC, PTP…

    b. **RMG Role**

- Liaison with delivery teams, business units and various internal support units, such as recruitment, finance, HR, facilities, mobility etc
- Manage and address resource level concerns, aspirations, ability to mentor and counsel
- Responsible for the selection and assignment of the most appropriate person (internal or external) to satisfy each request or requirement, Identifying, selecting and suggesting resources for customer opportunities
- Maintain the Resource Tracker on daily basis. Demand Validation, Effective Float Management, Forecasting and assigning resources with appropriate capabilities and required skills. Selecting

personnel for assignment based upon skills, experience, availability, readiness/willingness, location, cost and other complementary data.

- Monitor and manage the utilization of the assigned population, as appropriate.
- Render support to various projects across Verticals, in terms of Resource Mgmt & Scheduling, Sourcing & Strategy for Demand Fulfillment, Supply Allocation and Capability Planning.
- Plan & strategize on Recruitment drives (Full time and contractors) to optimize the Supply for demand fulfillment, both at onsite and offshore
- Campus hiring, their training and deploy across projects
- Analyze the data and predict the trends in Resource Management in terms of Billability, Utilization, Offshore leverage, Associates, Releases from Project, Project pyramid (balancing FTE cost), and Operating Efficiency.
- Drive rotation across projects cross profiling and Grade Mapping.

c. Citi Research (CRM Analyst)

- Support the CRM team of Citibank with all ongoing activities and new initiatives
- Manage client requests to onboard and maintain their information in CRM to assure that the standard operating procedures (SOP) are met
- Manage research access across proprietary distribution channels and other vendor partners based on predefined eligibility criteria
- Manage CRM book of work (BOW) and Cleanup project with the help of junior team member, and maintain the information to assure that the standard operating procedures (SOP) are met
- Dealt with critical and urgent requests in a swift and efficient manner
- Act as a mentor to junior team members in training, coaching and developing their expertise
- Prepare and produce periodic or adhoc reports to demonstrate progress to management
- Handle any escalations from the broader team and liaise with clients or various other businesses to provide quick solutions
- Scope out requirements and execute to deliver on important projects. Review and revise the current and existing processes
- Perform UAT testing to ensure project related enhancements are deployed accurately and efficiently
- Independently manage Projects and drive forward with minimal or no supervision
- Continuous analysis of the data in the existing systems to check quality, sanctity and completeness of data and highlight data inconsistencies/mismatches in the existing systems and processes
- Extensive data cleansing and analysis, using pivot tables, formulas (v-lookup and others), data validation, conditional formatting, and graph and chart manipulation
- Extracting data using Business Objects
- Identify system bugs and reporting them to the Technical maintenance team

- Working on Vendor terminals like Bloomberg, Thomson Reuters, Capital IQ, Factset

India Infoline Limited   **February 2013 – May 2015**

Designation: Client Servicing Associate

Job Description:

- Dealing with the equity clients of the company
- Trading in equity, derivative and currency market
- Punching orders on Trader Terminal, Employee trading
- Handling a team of 5 members
- Quality checking of the calls done to the clients for trading
- Creating awareness among the client on various financial avenues with the company

Navteq India Pvt Ltd   **December 2010 – September 2011**
Designation: Associate Geographic Technician
Job Description:
- Worked on a production floor in the Project 3D Mojo Terrain under the team Visual Content
- Used to do coding of various countries' areas/road with the help of GIS data and Bing Map using the software Pixel Active

Published & Presented / Awards

- Star Performer Award and Customer Delight Award (at Organization Level) for Resource Management in 2015, 2016, 2018, 2019, 2020
- Team Award – SHE Rocks in year 2019

Higher Education

- Mumbai University – MMS Finance – 2 Year full time Masters Course
- Mumbai University – Bachelor of Banking & Insurance (BBI)

Certification

- Netsuite SuiteFoundation Exam
  - Year of passing - August 2020