Arnab Sen

www.arnabsen.com | arnabsen@gmail.com | Canadian citizen (willing to relocate)

Work Experience

Serviceplan, Seoul, South Korea   03/2012 – Present
Technical Project Manager

- Rollout localized content and perform day to day maintenance of BMW Korea website and 8 dealer websites
- Supervised transition of BMW.co.kr from Interone to Serviceplan and setup of new development and QA environments
- Manage third party vendors in South Korea, Germany, and China for web development, social media app development, and hosting purposes
- Handled development, testing, and launch process of BMW Korea screensaver application for Windows and Mac platforms

Teach For India, Mumbai, India   09/2011 – 03/2012
Software Architect (Consultant)

- Gathered and defined requirements, drafted RFP, SRS, and SLAs, and drove implementation of software tools such as SalesForce CRM and WordPress CMS
- Maintained external website and social media presence on Facebook
- Rolled out organizational intranet, file sharing & backup tools, ticketing system, and other applications to increase organizational effectiveness and ensured smooth operations for all technical systems within each vertical of the non profit

Interone BBDO, Beijing, China   05/2009 – 05/2011
Technical Project Manager

- Oversaw development, QA, and launch of interactive projects for advertising agency clients such as BMW, MINI, and Canon, with highlights including:
    - Relaunch of the complete MINIChina.com.cn website
    - Redesign of Canon.com.cn homepage, News, CSR, and About sections and implementation of OpenCMS based environment for content editing
    - Creation of standalone sites for viral campaigns with videos and SNS features
    - Rollout of new vehicle showroom structure for BMW websites
- Supervised technical staff, advised internal departments and clients on technical issues, scheduled resources, provided estimates, interviewed candidates, coordinated with third parties, organized internal testing, and performed other day to day managerial tasks

Force Research, Beijing, China   02/2009 – 05/2009
IT Manager

- Designed websites for market research firm, including client reporting interface for Porsche
- Organized market research panels

ResponseTek Networks, Vancouver, Canada   08/2007 – 12/2008
Software Engineer

- Lead developer of quarterly releases for flagship Customer Experience Management (CEM) solution used to measure, analyze, and respond to the quality of customer interactions for clients in banking, insurance, retail, and travel sectors
- Ported and updated codebase for eKnowledge FAQ product from ASP to ASP.Net
- Used Agile methodologies and Scrum techniques for product planning and development

Satyam (now Tech Mahindra), Bangalore, India   06/2006 - 06/2007
Software Engineer, Consulting and Enterprise Solutions

- Extended the capabilities of Product Lifecycle Management (PLM) tools using Java SDK for client in aerospace industry

Canada Revenue Agency, Surrey, Canada   01/2005 - 09/2005
Software Engineer Intern, Integrated Revenue Collections

- Performed a variety of tasks including software development, testing, creating process maps, writing technical documentation, and executing security reviews

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Education

Simon Fraser University, Vancouver, Canada   09/2002 - 04/2006
Bachelor of Science, Joint Major in Business Administration and Computing Science

- Recipient of Simon Fraser University Summit Scholarship
- Recipient of British Columbia Provincial Exam Scholarship

Skills

Business

- Project management, cost estimation, resource allocation, planning
- Advertising, accounting, finance, and taxation fundamentals
- Interviewing, hiring, training, and development of staff

Software Development

- Java, C#, ASP.Net, VB.Net, C++, PHP, SQL
- HTML, JavaScript, XML, CSS, UML
- Agile/Scrum

Applications

- OpenCMS, SalesForce, WordPress, Microsoft Office, Visual Studio .NET, SQL Server, Adobe Dreamweaver, Eclipse, SVN, Git, JIRA, Oracle AgilePLM, MySQL

Operating Systems

- Microsoft Windows
- Apple Mac OS X
- Linux (Ubuntu and CentOS)

Hosting Environments

- Amazon Web Services and other cloud based services, traditional VPS, self-hosted server

Languages

- English (native), Bengali (fluent), Hindi (survival), Chinese (survival), Korean (survival), French (survival)

Community Involvement

TEDxBeijing, Beijing, China   02/2011 – 05/2011
Technology Advisor

Lower Mainland Bengali Cultural Society, Vancouver, Canada   03/2008 – 12/2008
Treasurer

AIESEC SFU, Vancouver, Canada   01/2006 - 05/2006
Incoming Exchange Coordinator