Sudip Das

Senior IT Professional &
Digital Business Finance Lead

Personal Info

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📍 Kolkata, India

in Sudip Das

Skills

Leadership

Finance Ops Management

Data Analysis

Cassandra

Power Query

Program Management

Service Management

Contract Management

People Management

Certifications

Apache Cassandra 3 Dev

International Software Testing
Qualifications Board (ISTQB)

Professional Scrum Master

Information Technology
Infrastructure Library (ITIL) V3

Professional Summary

- Managing **Business Finance Operations** of 5 different **Major Health Care accounts** as **Central Finance Lead** having an annual revenue of **200+ Mn USD**.
- Transforming legacy Finance Ops **Digitally** to save costs and efforts of the accounts
- Managed all the contracts of **Major Pharma Manufacturing** account, independently having an annual revenue of **USD 150 Mn**. Also managing a resource plan for more than **1300 associates** working on more than **80 projects**
- Single-handedly delivering all **Business Finance Ops** related activities for entire **Engineering Services** account from Kolkata location.
- Played a key role in taking multiple initiatives like **Resource Training** & **Cross Transition among exiting resources** along with **Dividing large project into smaller fragments** to execute projects on time and within budget
- Have been a part of the **Business Growth** for a major healthcare account at Tata Consultancy Services.
- Single Point of Contact for **Service Transition** of all new application to the service portfolio
- Acted as **Service Level Manager**; monitored, analysed and improved service levels and report to stakeholders
- Managed continual **service improvement** & **optimization**; worked with the business IT in evaluating the standards of current services and continually worked on improving/optimizing them and set-up new ones based on business needs
- Have been part of ITSM Support team for Major Health Care account where I had to run various **SQL queries** to run various reports from **ITSM Database** so that team can perform further investigation and solve the issue.

Work Experience

Central Business Finance Lead

Tata Consultancy Services   *2007 - Present*

Growth Path

Delivery and Finance Lead   *Sep 2013 – Present*
Project: US Life Sciences and Pharma Giant – Business Finance

- Providing solutions to management to continue project related activity in terms of TCS.
- Digital Transformation of Financial Health monitoring of accounts using Power Query.
- Handling a Finance Ops team of 10 members who are working for WON management, Contract Management, Vendor Management, Billing and all Finance related activities.
- Working with TAG team to recruit EPs to fulfill the skill gaps of the account.
- Analyzing the issue in project delivery and providing solutions in various aspects
- Helping in project estimation and handling team of 1500 associates of Major Health Care domain.
- Successfully maintained the financial health of the account to meet the Q-o-Q target.
- Digital Transformation of Financial Health monitoring of accounts using Power Query.

Service Delivery Lead   Aug *2008 – Aug 2013*
Project: US Life Sciences and Pharma Giant – Application Maintenance Services
- Creation of reports like Weekly Status Report, Monthly Status Report and send these to the Managers and Clients.
- Preparation of utilization sheet for the members of the project.
- Significantly improved operational efficiency by reducing Incident cycle time by 30% and improving SLA by 15%, enabling customer satisfaction and effort saving and a total value saving to customer of ~$2M
- Investigated issues impacting Ongoing/Steady state support and service delivery to understand root causes, prepare detailed reports and recommend corrective actions

- Formulated contracts, assessed terms, and mediated negotiations of contractual obligations for sustained business excellence
- Implemented innovative ideas generated from collaborative brainstorming session
- SPOC for ITSM to IRIS tool movement.
- Running SQL queries to fetch report from ITSM Database in order to analyze and identify the issue and solving the same.
- Handling team of 10 members.
- Maintaining SLA for the project.
- Creation of tickets (using ITSM tool) against issues reported and requests made by the users through emails and calls.
- Resolving tickets on issues related to DCTM, PHRM etc. as per the defined resolution boundaries of the Level-1 team.

Technical Analyst   *Aug 2007 – Jul 2008*

Project: Large Pharmaceutical Company – Support Team Lead

- Started career in Aug 2007 completing initial training program and then working as a team member on projects involving Documentum, Java, and .Net based applications
- Commenced career path as a Mainframe developer, which eventually led to roles in Support and Operations.
- Advanced skillset and moved to roles functioning as Service Delivery Manager
- Supervised diverse teams at varying levels (L1.5 to L3) involved in drug discovery and clinical trial assistance for a major pharmaceutical leader headquartered in North America
- Implemented a highly efficient service delivery system using a customized ServiceNow tool for seamless ticketing, asset, and resource management