

Siddhartha Chakraborti

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Professional Summary:

Flexible and participative member with 13+ years of operation, team management and quality and operations management experience directing the efforts of up to 100+ personnel to maintain and safeguard the process of client management. Strategic planner who optimizes manpower and budgetary funds that is necessary and deliver high quality services to clients (Individual /Organization / Govt Body). Balance meticulous attention to quality and detail with a sense of urgency to get the job done on-time and meet goals in fast-paced environments. Dedicated to creating a collaborative team environment where each member can develop and play an active role towards a fruitful result.

Education:

Graduation in English Honor's from Calcutta University ,2004.
MBA in HR and Admin (Second Sem)

Other Qualifications:

Diploma in Hardware Networking from George Telegraph, Kolkata.

Certified in RHCE / Completed CCNA

Course on Verbal English from BBC.

Job Experience (Around 14 years):

- 1. RSWM LTD. Noida** – January 2020 – Till date
Designation – Quality Head (Operations)

Assignments –

- Organizing Quality/Audit activities in all the project centers.
- Communicate with clients.
- Interview of new team members,
- Maintenance of operational guidelines.
- Identify the challenges of the project so that the project runs smoothly.
- Attending liaison and Govt meetings for necessary reporting.
- Coordinating with different departments to run the project smoothly.

- Budgeting for the necessary funds and suggesting the requirement of funds for the project.

2. Orion Edutech Private Limited –

Designation – Regional Manager. Quality. Total Experience – 4 Years.

Assignments –

- Directed all quality activities in all the project centers.
- Communicate with clients.
- High degree of Govt. and vendor liaison.
- Reviewed and implemented guidelines and procedures, work instructions, inspections and compliance instructions.
- Worked with all departments to develop and implement corrective action.
- Facilitated Corrective Action meetings.
- Reduced noncompliance by corrective actions.
- Achieved on time delivery including documentations faster.
- Enforced the quality accountabilities of everyone in the delivery center.
- Looked after recruitment, training, monitoring of team members as per client need.

3. SHRIRAM NEW HORIZONS INDIA LTD (Shriram Group) (New Delhi) (Sept 2007 – March 2017)

Designation –Senior Executive, Department - Operations (Zonal Management Team)

Working as a Project in Charge and Senior Executive, Technical and operational In charge of Kolkata and other Branches of Eastern Zone.

Assignments –

Govt. and Private PROJECTs – Quality Head and Client Liaison.

- Worked as Quality for the State of Jharkhand and Odhisa.
- Recruitment for the team, payroll and attendance management for the running projects, coordination with authorities were part of my profile.
- Worked as Project coordinator for PES Project on behalf of NICSI and was deployed PAN India for the training of 13 PES suite MIS applications deployed for Ministry. Traveled all over India for implementation of Mobile based App and collected end user feedback on behalf of **NIC, New Delhi and ISRO, Hyderabad.**
- **Training center administration and management on pan India basis.**

4. **Minisoft Solutions Kolkata** (Jan 2006— Dec 2006)-It is a Kolkata based company giving technical training/Software support to Automobile companies on behalf of Hero Honda. Worked as Support Admin for the clients like “Hero Honda”. Worked as surveyor/feedback point for individuals visiting the workshops to enhance customer experience and find out point of interest and options where upgradation can be done.
5. **S.K.M COMPUTERS (KOLKATA) (Mar 2004-Dec 2005)**- Worked as Client Support admin.

Job Profile / Work Experience in Operations:

1. **Training and Skill Development:** Worked as Master Trainer and consultant for corporate and in Govt projects.
2. **Logistics and Movement:** Logistics operations like movement of materials in different locations and projects through land and cargo for all the states of India. Tying up with travel agencies for ticket booking and delivery, payments as well as executing agreements as per best option available. Application of pass /identity cards / professional tax related processing, time or role scheduling, procurement of office materials.
3. **Recruitment Payroll Management and Attendance:** As per of operations team and State/Project coordinator I have experience in recruitment, salary negotiation, induction as well as attendance maintenance. Recruited hundreds of temporary and permanent staff in all over India as well as North East.
4. **Project Management:** Communication with authorities regarding different ongoing projects, documentation, and movement of skilled persons and submission of documents as per requirement of the project. Posted several years months in Shillong/Aizawl/ Itanagar /Guwahati/Imphal for different Govt. Project. Taken care of recruitment, Business Associate Payment & day to day activities of both the facilities.
5. **Client Management:** Regular meetings with Govt. and corporate clients to schedule different projects Taking care of different deliveries in different locations of East and North East India on behalf of NICS, Delhi for the Ministry of Panchayati Raj and Rural Development, Ministry of HRD, Ministry of personnel, public grievance & pensions and many more.
6. **Traveling:** Traveled extensively in all Eastern and North Eastern States for Project Execution and Operations. Participated in tendering process as well.
7. **Administration (Tech/Nontech):** Have the responsibility of Technical Admin of Kolkata Office and two client sites at Kolkata. In charge of remote administration and operational issues of remote sites of Tripura, Meghalaya, Andaman Nicobar and Assam Office. Looking after the facility, requirements and logistical support was given.

8. **Quality** – Assigned as Quality Manager for Jharkhand and Odhisa in 2015 and currently looking after DDU-GKY Jharkhand since 2017 for the current organization.
9. **Human Resource** - Have done recruitment, induction, pay role management, for various corporate and Govt projects in different states.

Personal Profile:

Date of Birth	:	07.06.1983
Languages known	:	English, Hindi, Bengali
Marital Status	:	Married.
Current CTC	:	35,000
Expected CTC	:	Negotiable
Notice period	:	Negotiable.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Date: 16/05/2020

Signature: **Siddhartha Chakraborti**

Place: Kolkata

