Sayan Bera

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CAREER SUMMARY

Dynamic professional with over 3+ years of experience in tech-driven environments, excelling in operational excellence, stakeholder engagement, and data-driven decision-making. Expertise in managing cross-functional collaborations, driving team engagement, and leveraging analytics to deliver high-impact solutions. Adept at fostering relationships, optimizing processes, and executing strategic initiatives to achieve business growth. Passionate about solving problems, amplifying content, and empowering business to thrive in digital ecosystems.

PROFESSIONAL EXPERIENCE

HCL Technologies Ltd. | Presales Process & Operations Manager | February 2023 - Present

- **Team Engagement**: Spearheaded cross-functional collaboration with global teams of 50+ members, fostering relationships and ensuring alignment with stakeholder expectations.
- **Data-Driven Strategies**: Analyzed RFP success metrics to identify trends and optimize response strategies, improving submission quality and client satisfaction.
- **Content Amplification**: Collaborated with internal teams to create and deliver compelling proposals, ensuring alignment with client requirements and organizational standards.
- **Process Optimization**: Streamlined RFP response workflows, reducing turnaround time by **20%** while maintaining **100% on-time delivery**.
- **Stakeholder Management**: Acted as a key liaison between sales, delivery, and solutioning teams, ensuring seamless communication and project execution.

HCL Technologies Ltd. | Consultant | July 2022 – January 2023

- **Data Analysis:** Conducted in-depth analysis of operational inefficiencies, providing actionable insights that improved system performance.
- **Strategic Recommendations:** Presented data-driven recommendations to senior leadership, aligning improvements with organizational goals.
- **Cross-functional Collaboration:** Worked with diverse teams to implement process enhancements, fostering a culture of continuous improvement.

SKILLS

- **Operations Management:** Expertise in coordinating, preparing, and delivering comprehensive content under tight deadlines.
- **Cross-functional Collaboration:** Proven ability to work with Growth, Sales, Marketing, and Operations teams to streamline processes and improve outcomes.
- **Data Analysis, Integrity & Management:** Expertise in data analysis and ensuring data accuracy across systems and maintaining consistency in records, crucial for managing daily operations and engagement.
- **Process Optimization:** Skilled at identifying inefficiencies and implementing improvements, enhancing productivity.
- **Problem Solving & Analytical Skills:** Strong ability to use data-driven approaches to troubleshoot issues and suggest improvements to business processes.
- **Communication & Stakeholder Management:** Effective communicator capable of documenting processes, following up on tasks, and collaborating with cross-functional teams.
- **Team Management:** Ability to prioritize and handle multiple tasks simultaneously, ensuring timely execution of requests and tasks.
- **Gen-AI:** Utilized Generative AI and automation tools to optimize operational workflows, solve recurring process bottlenecks, and reduce manual workload across cross-functional teams.
- **Technical Proficiency: SQL, Python, Tableau, MS Office**

INTERNSHIP EXPERIENCE

Project Intern, Nestle || 1 Month
Strategy Consultant Intern, Princeton & Company || 4 Months
Marketing Strategy Intern, XPERT || 2 Months

EDUCATION

Shi Ram College of Commerce, University of Delhi | PGD GBO | 78.84%
Faculty of Engineering & Technology, SRM IST | B.Tech Civil Engineering | 9.572 CGPA

PAPER PUBLICATION

Generation Z Students' Talent Management: Unveiling Talents of Student CEOs in Creating Student Superstars, IJST, 2016.