

Professional Profile

IT PROJECT MANAGEMENT | DELIVERY MANAGEMENT

- ⇒ An accomplished technocrat with an experience of 14 years in IT industry, project management, delivery management, people/team management, client handling and relationships, business analysis and overall IT operations as well as management, handling multiple projects pertaining to mobile applications (IOS and android), open source platforms (PHP and C/C++) using agile methodology.
- ⇒ MCA, MBA (IT), Professional Agile & Scrum Certified, Six Sigma Green Belt and ITIL V3 certified professional; effective coach and trainer with the ability to mentor, motivate and organize teams.
- ⇒ Expertise in identifying project risks and developing mitigating strategies to enforce stringent control as well as to meet the clients' expectations in line with industry standards and best practices based on PMI.
- ⇒ Ability to provide effective business solutions, setting up the technical architecture to leverage technology in creating revenue opportunities and conceptualizing & applying appropriate technology / mix of technologies that meet business needs while minimizing risks.
- ⇒ Skilled in spearheading projects / programs with proven record of success in negotiating with clients in compliance with the SLAs, ensuring to maintain a fine balance across work distribution as per project deliverables.
- ⇒ Possess customer focused mindset with strong technical acumen to achieve timely delivery of high quality products, services, and support. Proficient in Agile project management, delivery management, operations management, client handling and SDLC.
- ⇒ Established credibility in spearheading the entire project management initiatives end to end right from conceptualization, strategic & project planning within the set parameters and operational analysis.
- ⇒ Proactive and goal-oriented manager with established record of success in leading corporate technology initiatives & innovation projects; flexible and able to adapt quickly to changing business environments and needs.
- ⇒ Proficient in formulating IT Strategies and operational plans to align with business requirements. Recognized proficiency in business process mapping, requirement study and client interaction for resolving concerns.

Key Skills:



CAREER REVIEW

Since Aug 2015 – Mar 2017: Boolean Array IT Services LLP. as Senior Project Manager

Key Deliverables

- ⊇ Managed all projects in .NET and open source (C++ & Java) platforms as well as handled a team of 22+ members including remote location to ensure that all milestones are achieved within the approved time lines.
- ⊇ Provided best solutions involving evaluation and definition of scope of project and finalization of project requirements, planning handover, identifying end-user training needs and organizing the sessions.
- ⊇ Reviewed and analyzing the effectiveness and efficiency of existing systems and developing strategies for improving or further leveraging these systems.
- ⊇ Designed and implemented strategies, budgets and IT solutions for meeting organizational requirements and growing business needs and implementing need based suitable technologies aligned with business.
- ⊇ Responsible of seeing projects from conception to the delivery as well as successful operations and smooth execution of all the projects in the company.
- ⊇ Interviewed international clients to assess needs and maintained relationship with clients as well as identified, analyzed, measured, managed stakeholders, project risks etc.
- ⊇ Maintained continuous alignment of program scope with strategic business objectives and created recommendations to modify as well as improved the program when necessary.
- ⊇ Accessed with international clients to clarify procedures, respond to questions etc. Involved in the implementation of business requirements, gap analysis, and technical specifications.
- ⊇ Supervised implementation tasks and consulting with clients on system implementation as well as conducted meetings with onshore and offshore teams and ensured compliance to set quality standards by the organization's.
- ⊇ Motivated team members and senior management to maintain a continuous stream of information regarding the project status, progress etc.

Nov 2013 – Aug 2015: Esatech System Pvt. Ltd. as Business Project Manager

Key Deliverables

- ⊇ Accountable for managing all the projects including NET, PHP, Mobile (iOS and Android) platforms and also Supported project management team.
- ⊇ Provided resources for the risk identification, project scope definition, policy of the project etc. focused on single point of contact for all communications among the client, customers and company.
- ⊇ Handled a team of 20+ members to ensure all milestones are achieved within the agreed time lines and prepared all sorts of project documents including SRS, WBS, User Stories, scope document etc.
- ⊇ Collected and defined business requirements while managing the risks to improve business processes as well as translating the requirements into systems solution by preparing functional provisions.
- ⊇ Succeeded client issues, carrying out quality control audits with an analytical as well as conducted root cause analysis to identify problems.

Aug 2010 - Nov 2013: SSD Kolkata, WB as Project Manager

Key Deliverables

- ⊇ Worked on multiple projects for offshore clients used by several MNC and managed a team of 15+ members to ensure that all milestones are achieved within the agreed time frames.
- ⊇ Accountable for quality analysis of all web applications and supported technical team in their design and development tasks to meet their goals.
- ⊇ Formulated test case documents for the ongoing web application projects, reports and wrote proposal documents for new projects.
- ⊇ Liable of content writing for various newsletters, articles, manuals and websites as per the requirement of client as well as executed project planning, control according to client specifications.
- ⊇ Conceptualized and implemented strategies to enhance operational efficiency as well as ensured adherence to set parameters to enhance the efficiency of various aspects of the projects.

May 2006 – Jul 2010: Octagon Software (P) Ltd., Kolkata, WB as Sr. Developer

Key Deliverables

- ⊇ Operated as a backend programmer using T-SQL in the ongoing project and composed stored procedures, triggers, cursors for ongoing project.
- ⊇ Developed online forms/datasheet, campaign reports for agents, MIS staffs and management. including ASP.NET, SQL Server 2000/2005 etc.
- ⊇ Settled CRMs for the call center agents using VB 6, SQL Server 2000/2005 as well as managed database for the various campaigns by SQL Server 2000/2005.

- ⊇ Arranged MIS, other reports for the clients and management by using SQL Server as well as provided mentorship, technical support to other team members.
- ⊇ Managed the installation, configuration and upgradation of MSSQL server software as well as Led review meetings, monitored the progress of the project as per schedule, delivery of the project etc.

Jan 2004 – Apr 2006: Softsys (P) Ltd., Kolkata, WB as Programmer

Key Deliverables

- ⊇ Developed online education system with the help of ASP.NET, SQL Server and college accounting system by VB.NET, SQL Server 2000, Crystal Reports 10.
- ⊇ Delivered end user support for technical or business related issues for the Hotel Management System Project and established VB 6, SQL Server 2000, Crystal Reports 8.5) in hotel management system.
- ⊇ Closely monitored complete projects on performance analysis for hardware bottlenecks and performance tuning in the database level.
- ⊇ Identified problems, formulated tactical plans, initiate change, implemented effective programs in challenging and diverse environments.

Jul 2003 – Dec 2003: TOTSOL-Total Solutions, Kolkata, WB as Programmer

Key Deliverables

- ⊇ Accountable for coding of projects and developed hospital management system by VB 6, Oracle 8i, Crystal Reports 8.0 etc. Provided technical support to other projects.
- ⊇ Drove continuous basis to review and improved application performance, equipped all kind of project documents as per software quality assurance.
- ⊇ Succeeded guidance on the projects and its requirements to the clients over the technology, processes, applications while updated them on the regular project related developments.
- ⊇ Conducted review meetings and observed the progress of the project as per schedule, ensured timely completion and delivery of the project.

CERTIFICATION

- ⊇ Professional Agile & Scrum certification (14 PDUs received)
- ⊇ Six Sigma Green Belt certification (45 PDUs received)
- ⊇ ITIL V3 2011 Foundation certification (45 PDUs received)

IT SKILLS

Operating Systems	: Windows 95/98s/2000/XP/Windows 7
Programming Languages	: C#. NET, VB.Net, VB6 and SQL
Databases	: MS-Access, MS SQL Server 2000/2005/2008 R2
Web Technologies	: Asp.Net 2.0/3.0/3.5/4.0, ADO.NET
Database Connectivity	: ADO.NET.
Tools	: Microsoft Visual Studio 2005, 2008, 2010, 2012 and 2013
Version Control Tools	: Sub version(SVN)
Web Server	: IIS 6.0
ERP	: SAP-ABAP
Others	: Crystal Reports (Version 8.5 & 10), Developer 2000, Silverlight 4.0

EDUCATION

- ⊇ **MBA** - Information Technology, Sikkim Manipal University, 2010 (62%)
- ⊇ **MCA** - Computer Science, Indira Gandhi National Open University, 2004 (63%)
- ⊇ **B. Com** - Calcutta University, 1992 (40%)

PERSONAL DETAILS

Date of Birth: 09th Feb 1971 | **Linguistic Abilities:** English
Nationality: India | **Passport:** K0487907

REFERENCES AVAILABLE ON REQUEST