**Beethin Chakraborty**                         Email:  beethinchakraborty@yahoo.com

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**Career Objectives:**

I want to be a Consultant Professional in Services Industry and Project Management. I want to grow through challenging assignments and learning.

**Skill Set:**

- Operating Systems            : Windows 2000 Professional, Linux.
- CRM                          : Clarify 10.0
- Programming Language         : C, C++, HTML, PERL/CGI, and ASP.
- Others                       : Internetworking Technologies
- Desktop Software             : MSOffice Suite.
- Networking                   : CISCO Router Configuration, LAN Technology.

**Professional Qualification:**

- Application Developer from IBM, Kolkata.

**Educational Qualification:**

- Masters of Science in *Physics* from Jadavpur University in 2002.
- Bachelors of Science in Physics from Midnapore College in 1996.

**Professional Certification:**

- Cisco Certified Network Associate (CCNA)
  ID: CSCO10608533

**Training Session Attended:**

- Six Sigma Green Belt, QAI

**Work Experience:**

1.    Company             : Reliance Infostreams Pvt. Ltd
      Company Profile     : A business associate of Reliance Infocomm.
      Duration            : June 2003 till date.
      Designation         : Assistant Manager- Process

      **Job Responsibilities:**

      **I) Awareness of & Alignment to Business Drivers & Quarterly Priorities**

      **II) KNOWLEDGE MANAGEMENT**
      1. Knowledge escalations from the floor
              1. Through self-observation
              2. Through floor feedback
              3. Escalations received via email/ escalation tool
              4. Attending Operational Brief/ De-brief sessions
              5. Attending New Hire & Refresher Training

2. Address the escalations through
    1. Answer to the point of origination
    2. Update to process – Cosmetic/small changes & brief on Ask3
    3. Follow-up on clean up of discrepancies between CRM & website
    4. Improve Processes, using the BI methodology
    5. Briefing the teams directly

3. Keep Support teams (Training & Quality) updated of Changes

## III) BUSINESS IMPROVEMENT

### 1. Observation:
    1. Listening to calls
    2. Weekly Operations Reports / inbox Status reports
    3. Quantitative - Call trends / Wrap analysis
    4. Qualitative - CSAT reports / Voice of customer
    5. Attending briefs and de-briefs
    6. Process review workshops & Knowledge escalations
    7. Identify Revenue leakage / assurance opportunities
    8. Interactions with other Business functions & within team

### 2. Identify Improvement Opportunities:
    1. Draw inferences from observation & experience
    2. Correlate inferences with the short term and long term Organization Vision
    3. To Identify
        * Process, Procedure & Policy Improvements
        * System Improvements
        * Self-Care Opportunities
    4. Under EACH opportunity area, Look for
        * Quick Fixes
        * Short-Term Improvements
        * Long-Term Improvements

### 3. Convert Opportunities:
    1. Analyze & translate data to support the Opportunity
    2. Use the standard formats and escalate through the right channel
        * Process & Policy – Business Case
        * System – Change Request
    3. Create the Business Case / Change Request
        1. State the Operational impact areas
        2. Quantify impacts & Gains
            * Cost impact - AHT & FTE
            * Service Levels & Operational SLAs
            * Customer satisfaction
        3. Identify risk areas
        4. Ensure that the case is in line with Business Priorities
        5. Identify Training requirements / Changes to the QA form
    4. Engage with manager to ensure prioritization of Business Case /Change Request

### 4. Implement IMPROVEMENTS
### 1. Improvement Kick-off
    1. Accurately identify all stakeholders
    2. Identify improvement phases, and timelines
### 2. Solution Design
    1. Ensure effective engagement and communication with stakeholders and within the BIA team

      2. Collaboratively design a solution

      3. Create a checklist to clearly observe interdependencies between other processes

      4. Review benefits & risks before agreeing to final solution

### 3. Process/ System Finalization

      1. Update all relevant Policies, Processes & procedures.

      2. Ensure sign-off of changed process

      3. Test system changes / Pilot the process changes where necessary

      4. Follow up of the CR/Defect till the fix is tested and successful

      5. Effectively utilize resources to help deliver the improvements

### 4. Implementation

      1. Update the knowledge base and website

      2. Ensure TL Brief / training conducted where needed

      3. Support & engage with BA on CR Release Management

### 5. Post implementation Review

      1. Address any issues that arise out of the change

      2. Review impacts to the Business

            1. Against stated benefits in the Business Case / Change Request

            2. Via business objects reports/ CSAT results/ inbox statuses/ Resource utilization

5. Providing feedback to the Business and assess scope of further improvement opportunities.

### IV) NEW PROJECTS, PROCESSES & SYSTEM IMPROVEMENTS:

    1. Awareness of new projects / policies/ processes/ systems they are engaged in

    2. Assist BAs in their projects/activities to achieve a common goal

    3. Build awareness of Operational realities for the BAs, share information/clarification within agreed deadlines

    4. Ensure involvement in process reviews and planned support of process launch

    5. Take a formal hand-over and education, 2 weeks after launch

    6. Take on Improvement responsibility as soon as the handover is complete.

    7. Formalize the change in responsibility to stakeholders & ops managers.

### V) RELATIONSHIP MANAGEMENT:

### 1. OPERATIONS

    1. Hold road-ahead meets and Expectations setting exercises with operations every month

    2. Attend weekly/fortnightly/ monthly meetings with Operations TLs/ TCs/ Advisors

    3. Participate in briefs/ de-briefs often

    4. Meet the TOMs every week/fortnight to keep them updated on improvements, new projects and knowledge escalations

    5. Effectively deal with confrontational situations to arrive at win-win resolutions

    6. Work seamlessly with the operations teams to achieve common goals

### 2. TRAINING/ QUALITY / OPERATIONS SUPPORT

    1. Meet up with the support teams to ensure everyone is aware of the latest development

    2. Actively seek participation from Training/ Quality at all improvement forums

    3. Engage with Operations Planning to work though service level impacts and when before planning the timing of implementation

    4. Review Training material and attend the training for every improvement

### 3. BUSINESS – OTHER FUNCTIONAL TEAMS

    1. Find opportunities to engage with key stakeholders in the business and continuous communication.

    2. Be available for meetings

3. Be Vocal about operational realities and raise relevant issues
4. Ensure issues are dealt with when pre-empting problems

**4. CHANGE TEAM**
1. Effectively engage with team members – BAs, BIAs, the Products & projects team and the marketing interface team
2. Ensure that activities committed to are delivered on time through effective task and time management.
3. Ensure active participation in team meetings, activities and deliverables
4. Weekly meetings and activity sharing between your functional group to keep each other abreast of the latest happenings
5. Make sure that all relevant meetings are attended and if unable to attend send appropriate representatives, and ensure you are updated.
6. Keep manager continuously informed and updated on activities

**Project Experience:**

***Implementation of Payments through IVR***
Key roles involved:
- Documentation of Product note
- Liasoning with the Business and Technology
- Preparation of Program Management Plan
- Monitoring of the process health

***Handling Chairman's Office Escalations***
Key roles involved:
- Analysis of the customers' complaints
- Providing resolution to the customers' complaints
- Preparation of Program Management Plan
- Monitoring of the process health

2. Company                   :Intrasoft Technologies
   Company Profile          :INTRASOFT Technologies owns two web sites,
                             123india.com and 123greetings.com.The former is a
                             portal and the later is a free e-greetings site.
   Duration                 :February 1999 till May 2003.
   Designation              :Team Lead

   **Job Responsibilities:**

   As a <u>team lead</u>, I have the following job responsibilities:
- Creation of the site content
- Maintaining the integrity of the contents
- Regular content updating
- Measures to increase site traffic
- Measures to keep users coming back
- Business Continuity Planning
- Disaster Recovery Planning and Implementation
- Maintaining Site Security
- Intrusion Detection and Incident Reporting process formulation
- Planning special Promotional offers and packages
- Liasioning with the ISPs and vendors
- Managing a team of Developers, Administrators, Designers and Content Creators
- Reporting to the management with issues related to the portal
- Managing shifts of a team of ten members.

**Personal Strengths:**

- Good Managerial Ability and Communication Skills.
- Aptitude to learn new areas, by self-development, training and working.

- Accepting new responsibilities and networking of people.

**Personal Details:**

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|---|---|
| Address | : BH 2 / 71, |
| | Kendriya Vihar, Sector-11 |
| | Kharghar |
| | Navi Mumbai-410210 |
| Date of Birth | : 6$^{th}$ February 1975 |
| Phone Number | : 91-9323420288, 91-22-30388303 ext.69056 |
| Sex | : Male |
| Marital Status | : Married |
| Passport Details | : Posses a valid passport |