

Dipankar Sundi

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Operations Manager

Profile	<ul style="list-style-type: none">□ More than 9.6 yrs. cumulative and successful experience in IT Operations Management, Consulting, Project Management, Resource Management, Clarity PPM, Ops. Support for Development and Testing, computer/broadband/application software and server maintenance.□ Possess working knowledge of applications and programs such as PL/SQL, XML, PPM (Clarity), BMC Remedy etc. and basic knowledge of Microsoft Platforms such as Office, Azure, basic knowledge of Linux and Virtual systems etc. as well as good verbal and oral communication skills.□ Proficient in English, Hindi, Bengali and Assamese.	
Objective	To excel in my field of work, where my past progressive experience in the industry can add value to the team.	
Synopsis of Achievements	<ul style="list-style-type: none">□ Recognized with 1st Class Service Award, HDFC Hall of Fame, July 2020.□ Awarded with Best Peoples Manager (Engagement Maestro) Award in H1 2018-19.□ Promoted to B2 in Annual appraisal 2017-18.□ Received Long Service Award for completing 5 successful years with Wipro in July 2016.□ Increased customer satisfaction from 72% to 97% in current role along with maintaining consistent CSat, Pulse and ACSat throughout current Project (2016-2020).□ Being rated with Outstanding Contribution and Significant Strength in Annual Appraisal 2013-14.□ Proactive planning led to notable increase in morale in all teams.□ Created customer satisfaction survey, drastically reducing potential problems throughout all Projects.	
Employment	<p><u>Wipro Technologies– Resource Manager</u></p> <ul style="list-style-type: none">□ Managing resource fulfillment and delivery at TPP Sector Americas-1, for Apple. <p><u>Wipro Technologies, Guwahati – Operations Manager</u></p> <ul style="list-style-type: none">□ Working Onsite with HDFC Bank Ltd., To manage IT Operations for entire Northeast Area, India which includes 7 States, 128 Branches and counting.□ Managing Field Support, Vendor Support and Network Support for all Branches, in areas of Incident Management, Asset Management, Resource Management, Client Management etc. successfully driving the KPIS for East consistently every quarter.□ Oversaw a team of 30 Engineers comprising of 25 Field Engineers, 2 Team Leads and 1 Site In charge posted across the region. <p><u>Wipro Technologies, Hyderabad - Project Engineer</u></p> <ul style="list-style-type: none">□ Worked with Novartis as CA Clarity PPM Consultant and earlier as Technical Advisor to HP and TALKTALK, providing remote support, helping the team to excel in HP and Talktalk, also maintained server instances and helped team with manual testing before version upgrades while in Novartis.□ Maintained quality control/satisfaction records, constantly seeking new ways to improve service.	<p><i>Jan 2021 – May 2021</i></p> <p><i>Feb 2016 – Dec 2020</i></p> <p><i>July 2011 – Jan 2016</i></p>
Education	<p>Sikkim Manipal University of Distance Education, Manipal- MBA(Information Systems).</p> <p>Center For Computer Studies, Dibrugarh University, Assam - B.Sc.(I.T.)</p> <p>Darrang College, Tezpur, Assam – HSSLC(Science)</p> <p>D.G.G.Eng. High School, Dhekiajuli, Sonitpur, Assam - HSLC</p>	<p><i>2018</i></p> <p><i>2011</i></p> <p><i>2008</i></p> <p><i>2006</i></p>