

Akash Dutta

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Profile Summary

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- **4+ years** of client facing, onsite experience in **SAP consulting, Business Analysis** and **Functional Analysis**.
- Business Analyst with experience in **Insurance, CPG Retail** domain and **Agile, Waterfall** methodologies.

Professional Experience

Tata Consultancy Services	Product & Partner Manager	April 2020 - Till Date
<ul style="list-style-type: none">• Documented Market research Reports (including SWOT and PESTEL analysis, BCG Matrix), Partner identifications, NPDs for TCS Bancs SaaS business. (B2B Business Model)• Executed the marketing plan of the product along with the marketing team, developed epics, GTM Strategies, conducted user story grooming sessions, created functional requirement documents and mockups.• Leverage effective communication and negotiation skill to understand and sell partner products to different TCS Clients.• Understand the Partner product offering and helping them create business opportunities, which is mutually beneficial.• Defined acceptance criteria for user stories, planned sprints and prioritized product backlog based on business needs.• As SME of the product, worked with the data architecture and system architecture team to strategize on solutions, identifying, Planning and monitoring the key stakeholders and well serving the pre-sales team with sales reports and marketing documentations• Prioritized the development plan of scrum team according to business priorities by creating product roadmap.• Gave system demos to business and leadership team. Collected and analyzed user feedback to improve the product.• Working on advanced excel and Tableau and preparing advanced questionnaires formulations• Preparing reports, detailing findings and modelling strategy options after requirement gatherings from the key stakeholders• Utilized data to help companies understand the customer needs and facilitate effective decision making in future product decisions• Statistical data analysis along with building analytical presentation to the clients demonstrating strong listening and communication skills		

Tata Consultancy Services	Team Lead	September 2016 - May 2019
<ul style="list-style-type: none">• Led an Agile and a proactive team of six SAP SECURITY consultants responsible for access and identity management, role creations and authorizations of users in SAP PO and FIORI systems and served as a key point of contact on aspects of our project• Documented AS-IS and TO-BE process for end-to-end operations, Delivered projects on mass user creations for world's largest producer of spirits, Diageo. (B2B Business Model)• Interacted and negotiated with the clients on daily basis, developed valuable client relationship and provided client and TCS team with the project status updates through Tableau and EXCEL• Conducted a system audit to avoid breach of controls along with oral and written presentations for proper communication with the clients.• Experienced in gap analysis and root cause analysis. Well versed in requirement elicitation techniques.• Functioned as a liaison between the clients, development and testing team. Conveyed technology and business value propositions to the stakeholders. Functioned as product owner during software development and testing life cycle.• Worked on Service now, Finalized change requests after negotiations and provided business solutions for launch of new product / module.• Understanding of business and client requirements to identify the dynamic business issues along with providing end-to-end solutions through Business Requirement Documents (BRDs), Functional Requirement Documents (FRDs), requirement traceability matrix, use cases, wireframes and Cost Sheets.• Understood key issues and proposed a range of solutions which reduced average Turn-Around-Time (TAT) for critical transactions by more than 40% in SAP Fiori and ABAP portals• Automated processes in EXCEL through running scripts which saved 300 man-hours per month.• Experienced in preparation of test data, creation of test scenarios and execution of test cases as part of SIT and UAT.• Guiding and mentoring of associates, prepared training manuals and provided project go-live support		

Awards and Achievements

- **National finalist** of Disrupt (B-Plan Competition), **UDGAM 2020** (Annual Entrepreneurship Summit of IIT Guwahati)
- Winner of IndusInd Bank Beale Cipher Case Study Competition, July 2019 (Investment Portfolio Creation Case Study)
- **1st Runner-up** in Hitachi Solutions Case Study Competition, **June 2019** (Sales Team Management Case Study)
- **Fresco Play Miles Award, March 2019** (Awarded cross functional domain learning within TCS)
- **Best Team Award, Aug 2018** (For driving successful implementations of TCS ESB Operations)
- **On the Spot Award, July 2018** (For timely and defect-free delivery of short term user creation and implementation project in SAP)
- **Certificate of Appreciation from Diageo, December 2018** (For outstanding performance and lasting contribution towards SAP security)
- **Promoted to Team Lead** designation within 2 years, due to my exemplary performance and lasting contribution towards Diageo ESB Ops

Academic Details and Skills

Degree	Year	Institute, University/ Board	% / CGPA
PGPM (Marketing, IT Operations, Analytics)	2020	Great Lakes Institute of Management, Chennai	3 / 4
B. Tech (Electronics & Tele-Communication)	2016	Heritage Institute of Technology, Kolkata	7.6 / 10
H.S.C (WBCHSE)	2012	Calcutta Airport English High School	76.4%
S.S.C. (WBBSE)	2010	Calcutta Airport English High School	86.4%
Skills: SAP, BRD,FRDs, MS Office Suite, SQL, ITIL, Jira, Stakeholder Management, Google Analytics, Google Digital Marketing			

Position of Responsibilities

- Assistant Treasurer and Elected Member of Students' Council of Heritage Institute of Technology (2014-2016), was involved in budgeting and organizing college technical fest, DAKSHH and cultural fest, ECLECIA
- Students' Life Committee Member of Great Lakes Institute of Management, Chennai responsible for maintain and enhancing students' Life within the campus
- Worked as a village coordinator of 'Karma Yoga' initiative, managing logistics and teaching children in Kollamedu, Tamil Nadu