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| Rudrangshu BhattacharyyaResourceful Sr. Manager- Project Management with overall 10 years of experience in Project Management and Service Delivery in IT infrastructure industry | Horamavu, BangaloreKarnataka, 560043**7406590111,9036004430****Rudrangshu.b@gmail.com****Rudrangshu.bhattacharyya@outlook.com** |
| EXPERIENCEACS Global Tech Solutions Pvt. Ltd., Bangalore – Sr Manager : Project ManagementApril 2021 – PresentCapgemini Technology Services India Ltd, Bangalore - Sr Consultant: Project ManagementOct 2020 – April 2021Global NTT Ltd., Bangalore — Sr. Business Analyst: Process Owner Project ManagementNov 2018 – April 2020DXC Technology, Bangalore — Service Delivery Consultant : Process OwnerJun 2016 – Oct 2018Microland Ltd., Bangalore — Quality AnalystFeb 2013 - May 2016Columbia Asia Hospital, Bangalore — Finance AssistantAug 2012 – Jan 2013JK Varshney & Co. (CA firm), Lucknow — Finance ExecutiveDec 2008 – Dec 2010EDUCATIONBangalore University, Bangalore — PGDBAMarch 2015 - April 2016Specialization in Business Analysis, Project Management and General ManagementUniversity of Lucknow, Lucknow — B. Com (Regular)2008 - 2011SERVICEABLE AREAS AND CAPABILITIES:* Involvement in product roadmap activities: Sanity Upkeep, Sprint planning, product level interlock meetings, Managing action items
* Monitoring the compliance for all product line
* Sprint on sprint capacity allocation
* Preparing defect age and closure reports
* Managing release activities
* Release work item tracking
* Track sprint goal and plan CRQ
* Represent CAB meetings
* Launch Orchestration Plan
* Collation of data / information for product line
* Demonstrative excellence in planning, migrating, transitioning & transformation of Global projects
* Responsible for gathering requirement from the customer, Proposal preparation, co-ordination with Engineering (SME), Service delivery, Vendor management, billing and closure in a definite SLA
* Proficiency in Customer relations, People Management, SLA, SLO performance and Vendor management
* Proactively manages Program escalation of issues to the appropriate organizations
* Agile practice, co-ordinate for SLA/WLA and OLA preparation. Defining and reporting operations roadmap, status, development issues and success metrics
* Strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirement documents
* Recommends solutions to enhance processes and tools for reducing time and cost associated with on-boarding customers
* Experience in managing multiple agile teams and running daily scrum meeting
* Identifying risk meetings to identify risks involved in a project
* Flexible to working under waterfall, agile scrum and SAFe methodologies

PROJECT BRIEFData Base cloud migration – Client: Bayer – Project ManagerObjective is to run the project end to end. Objective is to migrate client physical database to cloud platform (Azure & AWS). My role is to define budget, project costing, project planning, quality check and project operations maintenance, resource allocation and handling people management. Also responsible for client requirement analysis. We are currently using Agile methodology to work the project.Automation for voice mail pin reset — Client: Pfizer –Project LeadObjective to reduce cost, human effort and quality of the service by introducing automation through stack storm platform under Agile SAFe methodology.Automation for CPU Utilization – Client: Zoetis- Project Coordinator / Scrum MasterObjective was to reduce the spike generated by Tomacat application which in result increases the CPU Utilization up to 95 %. This was accomplished by introducing Automation through stack storm platform. Responsible for client requirement gathering, run the project smoothly throughout the lifecycle and controlling the project transition.**Client** **network security report automated** – Client: HSBC- Project LeadClient network security report was not getting triggered on desired time, this was creating a major issue while performing firewall upgrade. To remove we introduced a set of scripts which will run by its own and trigger the report as well as it will highlight the firewall health check also without any manual effort. Responsible to lead the project till the transition under agile methodology **Complaints and Compliments process implementation-** Client: Deutsche Bank – Process OwnerThis project was taken on as per client request. Objective was to design a process to capture after service complaints or compliments provided by the client. This was accomplished by introducing an application which was specifically created to capture this and generate weekly/ monthly reports which in return helps the client to understand the current gaps which need to be filled. Here I was responsible to design a process, run the process and implement the process for the client. This project was completed under Agile methodology. | SKILLS* Agile Methodology
* Waterfall Methodology
* Project Data Analysis
* Cost Controlling
* Time Management
* Effective Communication
* People Management
* Resource Allocation
* Requirement Gathering
* Stakeholder Management
* Problem Solving
* Resource Allocation
* Process Design
* Process Implementation
* Project Documentation expert

CERTIFICATIONS* PRINCE 2 Practitioner
* Agile Scrum Master (CSA)
* ITIL V3 Expert
* Six Sigma Green Belt
* ISO 20000 Lead Auditor (BSI)

TOOLS USED* Service Now
* BMC Remedy
* Jira
* Confluence
* Microsoft Office

LANGUAGESHindi, English and Bengali |