

ANANDA SHANKAR TALAPATRA



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Professional Experience

Operations Head with over 17 years 6 months of experience in project and service delivery, Support organization Strategies, IT Management, Vendor Management and IT Governance

- Worked in **Rialtes Technologies**, Pune from Nov 2018 to Nov 2019 as an Operations Head - India
- Worked in **Tech Mahindra Ltd (Mahindra Satyam Computers Services Ltd)**, Bangalore from October 2008 to July 2018 as an Operation Manager.
- Worked in **Tech Mahindra Ltd**, Pune from January 2007 to October 2008 as a Technical Associate.
- Worked in **Financial Software & Systems Pvt. Ltd**, Chennai from April 2006 to December 2006 as a Technical Associate.
- Worked in **CMC Ltd**, Kolkata from November 2001 to April 2006 as a Contract Assignee.

Achievement

- Receive Pat on Back (POB) supporting project delivery activities in June 2016
- Receive Pat on Back (POB) supporting project delivery activities in Feb 2017
- Receive Spot award supporting as operation head in Feb 2019

➔ #7

Organization	Rialtes Technologies, Pune
Duration	Nov 2018 to Nov 2019
Client	ConAm
Role	Operation Head - India

Responsibilities:

Procurement

- Work on standard purchase/quote request tickets with quotes and recommendations based on the ConAm standard but tailored to their needs.
- Follows up to get approval from the appropriate individual in a timely manner to place the order

Delivery management

- On boarding / off boarding of associates
- Understand the project requirements and delivery milestones
- Right mapping of the resources versus project activities

- Plan and deploy resources at client location
- Identify possible risks in the project and develop risk mitigation plans related to resources

Revenue realization

- Co-ordination with client for PO's
- Monthly consolidation and invoicing.
- Monthly efforts report to finance team for invoicing purpose
- Collaborating with internal finance team on various aspects of invoicing
- Working on Statement of Work(SOW)

Human Resources

- Strategic Planning in Human Resource Management (SWOT analysis).
- Helps control unplanned talent costs and highlights issues that limit employee productivity.
- Gives business leaders consistent reporting of results to quantify measurable and meaningful outcomes.
- Working with hiring managers to understanding their requirements, defining job positions.
- Worked on Key Result Ares(KRA) and Key Performance Indicator(KPI)
- Reference and background check of new joiners with third party.
- HR Policies and procedures formulation.
- Conduct initial orientation to newly hired employees.
- Maintaining reports such as interview status, Closed Positions and positions in Pipeline.
- Preparation of Daily / Weekly and Monthly recruitment report.

Administration

- Ensure timely and accurate processing of payroll for all the employees
- Ensure and Check accurate attendance processing, record maintenance thereof for all the employees in the unit.
- Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints
- Initiating & Implementing disciplinary action / procedures as per the policy.

➔ #6

Organization	Tech Mahindra Ltd, Bangalore
Business Unit	Media & Entertainment
Client	Coolmath,Wizard,Fox Group, Warner Music,MGM
Duration	Jan 2014 to July 2018
Role	Operation Manager

Responsibilities:

- Negotiate, analyze, and prepare purchase order agreements, subcontracts, and cost control budgets
- Extensive experience in project/program management, resource management, scheduling, planning, deployment, support and training.
- Manage stakeholder expectations
- Responsible for end-to-end operation management of the project
- Handling Competency Management for all employees
- Drive Business Growth to deliver business results in each of the revenue stream

- Team development : Better manage career aspirations of employees
- Service Management (Work On boarding and off-boarding, validating SOW, Deliverables)

➔ #5

Organization	Tech Mahindra Ltd, Bangalore
Business Unit	Semiconductor
Client	Applied Material
Duration	Oct 2008 to Dec 2013
Role	Project Lead

Responsibilities:

Delivery management

- On boarding / off boarding of associates
- Understand the project requirements and delivery milestones
- Right mapping of the resources versus project activities
- Plan and deploy resources at client location
- Identify possible risks in the project and develop risk mitigation plans related to resources

Revenue realization

- Co-ordination with client for PO's
- Monthly consolidation and invoicing of 400+ employees efforts
- Monthly efforts report to finance team for invoicing purpose
- Collaborating with internal finance team on various aspects of invoicing
- Working on Statement of Work(SOW)

HR management

- Selection and effective deployment of resources to various project activities
- Identify improvement areas and training needs for resources
- Plan for known attrition
- Participating in the recruitment and staff selection process.

➔ #4

Organization	Tech Mahindra Ltd, Pune
Client	AT&T
Duration	Jan 2007 to Oct 2008
Role	Project Management & Technical Support
Project	AT&T – CC&B – AIS
Operating System	NSK G06.30, Citrix Meta Frame
Database	NonStop SQL/MP

Project Description:

Customer Care and Billing (CC&B) Infrastructure Support group is responsible for providing infrastructure planning, design, implementation and support for Customer Care and Billing as well as some Sales and Marketing and Wholesale mid-range applications.

Responsibilities:

Technical:

- Database responsibilities consist of SQL/ENSCRIBE "data" file support for the GEMSTAR, GALAXY, AMOS, EXCHANGE PLUS and QUICKSERVICE applications

on \SNDG and \HYWD nodes for Release installation and support Maintenance and troubleshooting.

- Provide support for EASE application

Project Management:

- Maintain & Monitoring Timesheets.
- Task/Phase allocation of the associates as per project requirement.
- Associate Effort confirmation for billing.
- Update Risk of the projects

➔ #3

Organization	FSS, Chennai
Client	Bombay Stock Exchange
Duration	April 2006 to Dec 2006
Role	Testing, Implementation and Production Support
Project	Golden Gate Transactional Data Management Product
Operating System	NSK G06.08, HP-UX 11.0, WINDOWS NT Workstation
Database	NonStop SQL/MP, Oracle

Project Description:

Providing level two technical supports in all the issues regarding their product on Open Systems and NSK Tandem through phone and web.

Responsibilities

- Providing support to the clients includes simulation of issue, error handling on requirement basis.
- Installation and trouble shooting of software in operating system like Non Stop Kernel, UNIX, LINUX, and HP UX and in databases like NSSQL, Oracle and MSSQL.

➔ #2

Organization	CMC Ltd, Kolkata
Client	Calcutta Stock Exchange.
Duration	October 2004 to April 2006
Role	Operation Support and Training
Project Title	CSTAR (Calcutta stock exchange on-line Screen based Trading and Reporting system)
Server	Tandem Pathway
Operating System	NSK G06.08, HP-UX 11.0, WINDOWS NT Workstation
Database	NonStop SQL/MP

Project Description:

The integrated software, CSTAR, is aimed at providing an On-line Screen Based System of Securities Transaction, Report Generation, Settlement Processing, On-Line and OffLine Margin Calculations, Securities Auction, Market Operations and Surveillance for the Calcutta Stock Exchange.

Responsibilities

- Managing complete day-to-day operational activities.
- Responsible for handling event based operations.
- User Training.

➔ #1

Organization	CMC Ltd, Kolkata
Client	Assam State Co-operative Bank Ltd. Orissa State Co-operative Bank Ltd. Malda District Central Co-operative Bank Ltd.
Duration	November 2001 to September 2004
Role	Implementation, Testing, Designing
Project Title	BRAINS (BRanch Automation and INformation System)
Operating System	Windows 2000 Server, Windows 95/98/2000.
Database	Oracle 8i
GUI	Visual Basic 6

Project Description:

“BRAINS” is full-fledged LAN software, which handles the total transaction of the Banking. It has Client/Server architecture and is developed on **Oracle 8i** as backend and **Visual Basic** as front-end.

Responsibilities

- Designing, testing of new release and Implementation of the software
- Providing training to the Clients as and when required.

Academic Qualification

- **Diploma in Advanced Software Technology (eDAST) from CMC LTD in the year 2001.**
- **Bachelor Degree in Commerce from University of Calcutta in the year 1999.**

Certification

- **CSM certification (Certified Scrum Master)**

Personal Details

- Date Of Birth : March 15, 1978
- Marital Status : Married
- Address : Sunny Dew Apartment
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(Ananda Shankar Talapatra)