

Sushovan Dasgupta

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IT Project Manager

Software Development ■ IT Infrastructure ■ Cybersecurity ■ Regulatory Compliance

Natural Collaborator & Communicator: Led large-scale collaboration with internal and external stakeholders to meet the business-objectives and create business-values.

Critical Thinker: Successfully applied the business knowledge and skills to formulate effective strategies to address the risks/issues/opportunities in alignment with organizational goals, industry-standards, and market conditions.

Knowledge of business-domains: Managed critical projects undertaken by industry-leaders in Banking & Finance, Automotive, and Energy/Utility across Asia-Pacific and North America. Acquired thorough knowledge of the respective domains in terms of their operations, emerging trends, laws & regulations, technology landscape, etc.

Versatile: Proven expertise in creating high-quality deliverables in key project-roles - Project Manager, Business Analyst, Systems Analyst, and Quality Assurance Analyst.

Outstanding techno-functional insight: Strong exposure and understanding of a variety of legacy and cutting-edge tools & technologies in IT applications (Point of Sale, Loan Origination/Processing, Power Systems Control) as well as IT infrastructure (compute, network, firewall, database, cybersecurity). Strong hands-on experience in the tools and techniques used in business analysis, quality assurance, process improvements, data-mapping/analysis, and so on.

Key Skills & Competencies		Core Values
Stakeholders Management, Financial Estimation & Forecasting, Communications Planning, Negotiations & Conflict Management, Budget & Forecasting, Resource Management, Strategy & Governance, Requirements Elicitation; Process Modeling, Data Analysis	Software Applications MS Project; MS Office, IBM Rational DOORS; MS Visio; HP ALM, MS Power BI	Self-organization Timeliness of delivery Seamless Collaboration Respect for all Performance & quality

Career Progression

- Brillio LLC.

Client: Southern California Edison, USA		January 2017 - Current
Project	Upgrade the existing IT and electrical-grid infrastructure to smart grid with substation automation, enhanced cybersecurity, high availability and reliability, and remote maintenance capabilities in order to achieve operational efficiency, support cleaner energy, and improve customer experience.	
Key Responsibilities	Project Manager <ul style="list-style-type: none">Collaborate with business stakeholders to facilitate feasibility study or benefit analysis of a 'desired change' and create business case document in alignment with organizational objectives.Assist the project sponsor to create project charter and solicit management/leadership approval for the project.Partner with the project teams and other stakeholders in planning activities to determine how the project will be executed within the parameters of scope, schedule, cost, quality, and resources.Direct and manage the project tasks to ensure timely completion of deliverables.Monitor and manage performance, issues, and risks while maintaining good relationship with the stakeholders and ensuring proper communications are taking place.Collaborate with Project Management Office (PMO) to manage costs and resources at the organizational level, ensure compliance to policies & governance, develop reports of management/leadership.	

	<ul style="list-style-type: none"> ○ Plan and manage procurements of materials or services from external vendors and control the procurement process to ensure that the deliverables are produced as agreed. ○ Partner with Operational and Organizational Readiness and Organizational Change management teams to develop support model, define processes & procedures, conduct training & transitions, and other deployment readiness activities. ○ Conduct project closure activities by obtaining final acceptance/approval, transferring ownership and liabilities, performing financial/legal/administrative closures, and conducting lessons learned/retrospectives.
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- **Tata Consultancy Services**

Client: Toyota Financial Services, USA <i>March 2014 – December 2016</i>	
Project	Transition from legacy contract-origination and servicing systems to a web-based COTS solution for operational efficiency and improved consumer-experience as well as meet the regulatory requirements.
Role	Business Analyst: Work as a liaison between business and technical stakeholder to ensure the true requirements are translated into verified deliverables.

Client: Toyota Financial Services, India & USA <i>September 2013 – February 2014</i>	
Project	Enhance mainframe-based insurance origination and servicing systems to launch Toyota's flagship extended-warranty products.
Role	Quality Assurance Lead: Verify and validate project deliverables to ensure they meet the requirements and the quality criteria.

Client: Toyota Financial Services, India <i>March 2013 – August 2013</i>	
Project	Enhance Oracle-based Customer Relationship Management system to ensure compliance with US laws and regulations on customer privacy.
Role	Business Analyst

Client: JP Morgan & Chase, India <i>September 2010 – February 2013</i>	
Project	Enhance web-based Point of Sale (POS) and Loan Origination System (LOS) applications for Chase Home Finance.
Role	Business Analyst

Education & Certification:

- B-Tech in Computer Science Engineering West Bengal University of Technology, 2006-2010
- Diploma in Business Analysis, *TCS Business Domain Academy*, 2013
- ISTQB Foundation Certification, 2015
- Aspiring PMP (Project Management Professional), *Targeted by July 2020*

Key Accomplishments

- Consistently championed effective and seamless collaboration among the independently operating divisions of the client-organization to achieve outstanding results in terms of project-success as well as alignment with strategic vision of the organization.
- Achieved a very high Client Satisfaction Index (CSI) by performing the job-duties with strong commitment towards customer-success throughout the entire career.

- Demonstrated great agility by maintaining an outstanding performance in the changing dynamics of industries, project-roles, and tools & technologies. Received special recognition for the ability to quickly adapt to changes.
- Successfully partnered with the business and subject matter experts as the only business analyst to complete data-mapping of 5000+ fields, which laid the foundation of data-migration from legacy system to new system.

Aspirational Goals

- Transition from management to leadership role to directly contribute in strategic objective and business-value realization for the organization. Become a decision-maker in the industry to explore and endorse most recent business-trends and cutting-edge technologies.