

Rittwik Aditya

9167428487

adityarittwik@gmail.com

Functional Consultant with total 8.5 years experience & 5.6 years rich experience in full lifecycle implementation of CRM in BFSI Domain which prominently includes lead management, case management, major service requests integration with core system .

EXPERIENCE

Acidaes Solution Pvt Ltd, Noida— Associate Lead Consultant

Dec 2015-Present

End to end CRM project implementation for any of the assigned clients which includes requirement gathering workshop, FSD Creation, TSD Creation, Planning, Effort estimation, Solutioning and designing of the system, Configuration of the system. SIT/UAT Support and Go live support.

- A. Requirement gathering and Documentation, POC and demo presentation.
- B. Expertise in CTI/Dialer Integration for validated/non-validated customer and related flow configuration of the same.
- C. Implemented CRM system in multiple banks to improve current organization's process such as flow of interdepartmental data, brought efficiency in the existing processes, reduced the TAT on customer on-boarding and closure of cases upto 80%.
- D. Configuration of end to end flow for different processes such as Lead Management, Case Management, Social Integration, outlook integration, email syndication, Customer 360, reports and dashboard
- E. Reviewing FSD, IDR and getting sign-off on the same
- F. CR Document Preparation and effort estimation.
- G. Handling new requirements and existing product bugs with the Internal Product team which includes weekly meeting, discussion, and report review.
- H. Go-live support which included technical and functional handover to OEG team with proper documentation of In-scope and out-scope items.

Capgemini India Pvt Ltd, Mumbai — Consultant

Sep 2012 - Nov 2015

Experience involves

- A. Requirement analysis, Test Scenario & Test Case Writing, Test case Execution and Defect logging.
- B. Onsite experience at middle east - Oman
- C. Expertise in CRM banking. Involved in QTP Framework development, designed the Automation scripts based on scenarios.
- D. Acting as Test Coordinator in current Project.
- E. Experience in preparing relevant testing documents like Test Plan, Test Strategy, Exit criteria, Sign-off Traceability Matrix etc.
- F. Strong Conceptual Knowledge in SDLC, Software Testing life cycle and Defect Life Cycle.
- G. Strong analytical and problem solving abilities.
- H. ISTQB Certified, CP BAT Certified, Six Sigma White Belt Certification
- I. Experienced in defect logging/Test case creation in tools such as TFS, Microsoft Test Manager, Quality Centre (QC/HPALM). Knowledge of Public Service domain
- J. Good Team member and ability to work co-operatively with testers, developers, technical support engineers and other team members in testing complex projects and in overall enhancement of software product quality
- K. Experience on AGILE/Waterfall testing.
- L. Awarded for 'Customer Delight' for on time quality of deliverables and also awarded as most helpful resource for helping and providing training during SIT/UAT to the onsite folks and the process owners.
- M. Worked as a UAT/Dry Run expert.
- N. Data Migration: Executed data migration testing in coordination

O. SKILLS

Bizzagi Process Modeler, Microsoft Excel, Microsoft Word, SQL Client Basic, JIRA Basic, MDM Basic, cost estimation, project timelines

Areas of Expertise

Reports and Dashboard,

Product management

Product configuration

Team Building

Work well under Pressure

Solutioning of the System.

Critical thinking

Expertise in System Integration

Testing, User Acceptance Testing.

Relationship Building.

LANGUAGES

Hindi, English,

Bengali

EDUCATION

West Bengal University of Technology — B.Tech Instrumentation

Aug 2008 - June 2012

West Bengal Council of higher Secondary Eductaion — Higher Secondary

Aug 2005- June 2007

PROJECTS

1. National Bank of Oman (Feb 2020 – Present) – Onsite Experience
2. State Bank of India, SBI Securities (June 2017 – Jan 2020)
3. Equitas Small Finance Bank (Dec 2015 – May 2017)
4. MBC POS (Jan 2015 – Nov 2015)
5. CSMART, Texas (Sep 2012 – Dec 2014)

PERSONAL INFORMATION

Father's Name : Ranjit Kumar Aditya

Date of Birth : 10 Sept 1989

Location Preference : Flexible across locations

Permanent Address : 24/3,Dey Bagan Lane, Serampore,Hooghly (WB), Pin – 712201

Current Address : Noida