📍 DELHI, Delhi

📱 +91.9903848170

✉ roypratik12345@gmail.com

TRAINING & CERTIFICATONS

- Tableau
  TCS , 2017
- SAP SD
  Infocus, 2014
- SAP MDM
  TCS, 2016
- RPA - Blue Prism
  TCS, 2019
- Big Data Testing
  TCS, 2018
- Agile
  TCS, 2018

SKILLS

- Project/Team Management
- Tableau
- Reporting Analysis
- SQL/SAP HANA
- SAP SD/MM/MDM
- RPA- Blue Prism
- Advance Excel
- Service Now
- Corporate Travel Management
- Service Management
- Client Management
- Vendor Management
- Business Development
- Agile
- Procurement
- Supply Chain Management

PRATIK ROY

Business Process Lead (Project Manager)

💡 PROFILE • ABOUT ME

Presently working as Project Manager in TCS since 2013 as well as leading a team in the present project. Skilled in streamlining operations and maintaining schedules to ensure maximum customer satisfaction. Expertise in coordinating diverse teams & resources to complete the objective. Have total experience of 9 years plus across a range of industries including Information Technology, Corporate Travel and BPO. Major experiences lie in Project Management, RPA, Business Intelligence, SAP.   Proficient in IT skills like Blue Prism L1 Support, Tableau, SQL, Data analysis, SAP Products. My objective now is to secure a challenging and rewarding new role.

🎓 EDUCATION

Intermediate,
SOUTH POINT
WBBSE
Kolkata, West Bengal

Completed
March 2005

Commerce, High School,
Rai Sina Bengali
CBSE
Delhi, Delhi

Completed
May 2007

Finance , Bachelor of Commerce,
South City (Day)
CALCUTTA UNIVERSITY
Kolkata, West Bengal

Completed
July 2010

💼 WORK EXPERIENCE

Tata Consultancy Services
Business Process Lead
Delhi, Delhi

January 2013
- Current

Client: **Shell**
Role: **Project Manager**
Technology: **RPA Blue Prism (L1 Support)**

My core responsibilities are to fulfill the below-mentioned functions:

- Proficient in understanding stakeholder requirements & expert in translating them into various documentation deliverables such as functional specifications, use case diagrams, workflow process diagrams, data flow/ data model diagrams
- Experience in management of requirements & streamline processes
- Systematically solve business and technical problems using an innovative and well-planned approach
- Created process documents to depict the flow of critical information

- Monitoring project risks and scope creep to identify potential problems and proactively identifying solutions to address them in advance
- Excelled at collaborating with clients, dependent teams & other stakeholders to meet or exceed design, quality, timeline and budget expectations.
- Providing strategic direction during the implementation stages & Managing client expectations by ensuring the delivery of the highest quality service & acting on client feedback
- Managed BOT production deployment and maintenance.(Change Management)
- Bot Hyper Care exit:
- Control Room Supervision
- Administrative Activities
- Escalation handling
- Service Now Reporting & Analysis

Client: **Bayer**
Role: **Lead**
Technology: **Business Intelligence**

My core responsibilities are to fulfill the below-mentioned functions:

- Worked with business stakeholders and participated in requirement gathering sessions to understand the business needs
- Involved in understanding Client's/End user's requirement for the projects related to development for Visualization and Automation of reports.
- Troubleshooting, analysis and visualization of reports. Solving incidents/service request related to reports within in SLA agreement
- Responsible for creating dashboard designing with effective data visualization of large data volumes from various data sources (Green Plum, spreadsheets etc).
- Create dashboards of various types of charts like bar chart, line chart, pie chart, Bubble chart etc
- Prepared Dashboards using calculations, parameters in Tableau and created calculated fields, groups, sets and hierarchies etc.
- Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau.
- Restricted data for particular users using Group-level security and User filters.
- Running Jobs in Talend to upload data of new files received from the client
- Actively involved in the transition of various applications which involves different technologies like Tableau, SAP HANA, .Net, Talend, SSRS, SAP UI5 etc
- Work closely with the Automation and BI development team to initiate the implementation process.
- Involved in database migration project for Tableau reports

Client: **GE Power**
Role: **Developer**
Technology: **Business Intelligence**

My previous project was GE Power and my responsibilities as follows:

- Analysis and troubleshooting of existing reports in Tableau server
- Hands-on development and modifying worksheets and data visualization dashboards.
- Generating dashboards in Tableau using various data sources like Greenplum & Excel
- Experience in creating aggregates, hierarchies, chart filters, quick filters.
- Prepare Dashboards using calculations, parameters in Tableau.
- Also involved in enhancement of reports and dashboards
- Consult with clients and internal stakeholders to gather requirements and plan milestones in the research, development, and implementation phases of the project lifecycle
- Exposure in migration of Tableau reports from Greenplum to Aurora database

Client: **Medtronic**
Role: **SAP Procurement Reporting Analyst**
Technology: **SAP**

Prior to this project, I used to work in project Medtronic. My core responsibilities were :

Data mining, analysis and preparation of following reports through MS Access Database & SAP:
- Daily/Weekly Open Order Report
- Weekly Back Order ReportPurchase Requisition Report
- Shortage List of Materials
- Weekly Inventory Reports
- Weekly SLOC Reports
- QC Check Report
- Assisted in automation of consolidation of Daily reports to generate Monthly Reports using VBA .
- Assisted in automation of Mass Email for all the reports using VBA.
- Prepared visible columns and formulas; imported data from SAP and exported data for metrics.

Client: **Du Pont**
Role: **SAP Master Data Management Consultant**
Technology: **SAP**

The project I was associated with previous to this was Du Pont. Responsibilities I handled under this project :

- Manage process and metrics using IBM notes, Sales Force, MDG, SAP
- Creating Customer request, LSMW and Mass Load as per the defined process
- Data update of Customer request for every amendment request/guideline
- Database cleanup of Customer requests with complete details as per MDM guidelines.
- Communicating the changes done to requester and respective stakeholders
- Follow-up with stakeholders for necessary documents and approval.
- MRO quality checks
- Ensuring delivery as per SLA's

- Responsible for QC validation

Berggruen Car Rental Pvt. ltd (Car Club) **Operation Executive** Kolkata, West Bengal	November 2011 - January 2013

My Responsibilities at Car Club:
- Fleet Management
- Vendor Managemen
- Customer Relationship Management
- Dispatching Duty Slips
- Maintaining Records in Excel
- Quality Check of Chauffeurs and Cabs
- Creation of monthly vendor revenue bills and payment by cheque to the vendors
- Business Development

Wipro **Associate** Kolkata,, West Bengal	July 2010 - March 2011

My Responsibilities at project United Health Care (US) :
- Receiving calls of doctors and providing them details regarding coverage
- Benefits claimed by the members/patients.
- Increased Customer satisfaction
- Responded to all customer inquiries thoroughly and professionally
- Built long term customers relationships and adding value
- Documented all customer inquiries and comments thoroughly and quickly

✒ DECLARATION

I, PRATIK ROY, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

PRATIK ROY   DELHI, Delhi
13/08/2019