**Chiranjib Majumdar**

**Senior Professional - Project / Program management, Supply Chain Analytics, Team management**

**Industry Preference: IT / Banking / Financial Services / Supply Chain**

**Profile Summary:**

* **Over 15 years of expertise in Team management, project management, service delivery, program analytics, operation analytics and Customer relationship management**
* **Prince 2 Practitioner and Foundation certified in Project management.**
* **Certified Scrum Master**
* **Expertise in managing multiple project teams using Agile methodologies through SCRUM approach**
* **End to end management of projects for product lifecycle, business transition and change operation.**
* **Experience of executing medium to medium high value projects across regions.**
* **Capability to manage projects from requirements determination, estimation, project planning and designing, resource allocation, execution, and periodic monitoring and control to successful closing of project, go-live assistance and post implementation support**
* **Ability to manage risks and apply mitigation strategies**
* **Excellent global stakeholder management skills with highly evolved communication and interpersonal skills**
* **Potential to build highly motivated project teams focused on achieving project goals**
* **MS Projects**
* **ERP implementation**
* **Salesforce administration**
* **CCNA certified.**
* **Expertise in Networking, Hardware and escalations management.**

**Key skills:**

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| * **Project/ Program management**
* **Transition management**
* **Vendor management**
* **Servant** **leadership**
* **Team management**
* **Scope management**
* **Mentoring and coaching**
* **MS Projects**
* **Estimation**
* **Impediment removal**
 | * **Costing and budgeting**
* **ERP implementation and adaptation**
* **Salesforce administration and reporting**
* **Supply Chain Analysis**
* **Stakeholder Management**
* **Driving Metrics**
* **SLA Compliance**
* **SCRUM practices**
* **Agile transformation**
* **Business communication**
* **Requirements gathering and analysis**
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**Work experience:**

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| **HP Inc. as Project Lead** | **May 2014 – March 2019** |
| **Key result areas:** | **Lead daily SCRUM meets****Lead ERP implementation****Ensure Salesforce data updation****Ensure Sprints not started until all user stories updated with adequate descriptions and acceptance criteria****Enabled Sprint planning using Agile estimating and planning techniques****Removed impediments by channeling right resources****Managed project documentation****Enabling Scrum framework****Monitored Sprint progress through Burndown charts****Conducted Sprint retrospective****Implementing multiple projects across regions.****Driving service delivery****Driving project metrics and stage timelines****Driving various projects in coordination with delivery teams****Working with stakeholders to ensure delivery and compliance.****Implement and execute various projects****Ensure quality compliance****Coach the team on changes and delivery****Coordinate with various off-shore and onsite teams to provide seamless customer experience** |

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| **HP Inc. as Supply Chain Analyst** | **September 2012 to April 2014** |
| **Key result areas:** | **Driving service delivery****Managing vendors and off-shore partners****Driving project metrics and stage timelines****Driving various projects in coordination with delivery teams****Working with stakeholders to ensure delivery and compliance.****Implement and execute various projects****Ensure quality compliance****Train the team on changes and delivery****Coordinate with various off-shore and onsite teams to provide seamless customer experience****Monitor warehouse inventory data** |

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| **HP Inc. as Remote Escalation Specialist (L3)** | **July 2010 to August 2012** |
| **Key result areas:** | **Recommend actions based on forecast****Coordinate with vendors and partners to meet metrics****Ensure cost control** **Creating action plan for partners sites for improving metrics****Implement different projects on global support platform****Liaison with program and delivery teams to improve on service metrics****Assist in new product launches and training** |

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| **Dell International Services as Technical Support Expert** | **December 2009 to June 2010** |
| **Key result areas:** | **Provide highest level of technical support for U.S. consumer support for computers and wireless products** |

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| **HSBC Global Resourcing as Senior Executive** | **November 2008 to December 2009** |
| **Key result areas:** | **Provide customer support and account management for U.S. credit card services** |

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| **Wipro BPO as quality analyst** | **September 2007 to October 2008** |
| **Key result areas:** | **Manage teams to ensure project compliance****Technical and communication training****Audit calls and provide feedback** |

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| **First Source BPO as Process Trainer** | **January 2007 to August 2007** |
| **Key result areas:** | **Training operation teams on process and communication for telecom process** |

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| **MCL BPO as Floor Supervisor** | **March 2006 to November 2006** |
| **Key result areas:** | **Manage teams to ensure SLA** |

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| **GE Countrywide as Account Coordinator** | **June 2003 to September 2005** |
| **Key result areas:** | **Manage customer accounts and documentation process for consumer financial process** |

**Education:**

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| **December 2018 –** | **Prince2 Practitioner Certified (Valid till December 2021)**  | **- AXELOS** |
| **May 2019 -** | **Certified Scrum Master** | **- AXELOS** |
| **September 2010–** | **CCNA** | **- Networker’s home** |
| **March 1998 –** | **X+2** | **- H.S. Science- W. B. board of H.S.E.** |
| **March 1996 –** | **Xth** | **- I.C.S.E.** |

**Personal Information:**

**Date of birth: 6th July 1979**

**Address: 11, Ganga block, Sai Shakthi layout, Bettadasanapura, Bangalore 560068**

**Father’s name: Bibhuti Bhusan Majumdar.**

**Mother’s name: Jolly Majumdar**

**Languages known: English, Hindi and Bengali.**

**Marital status: Single.**

**Passport status: Valid till 25-04-2022.**