

Jaya Biswas

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Objective

Looking forward for a challenging career where I will be able to use my technical and analytical skills for the development of the company and at the same time widen my spectrum of knowledge and skills to enhance my capabilities.

Education

B.TECH | ELECTRONICS & COMMUNICATIONS ENGINEERING | SILIGURI INSTITUTE OF TECHNOLOGY

- CGPA: 7.5 | Passing Year: 2016

XII STD | TARAI TARAPADA ADARSHA VIDYALAYA

- Percentage: 71.8% | Passing Year: 2012

X STD | HAIDARPARA BUDDHA BHARATI HIGH SCHOOL

- Percentage: 80.5% | Passing Year: 2010

Skills & Abilities

- Adherence to Standard Project Management Framework.
- On-shore Stakeholders Management - Customers from (UK, Ireland, Scotland).
- 3rd Party Vendor Management Openreach (BT), Virgin Media
- SCM with OEM vendors like Cisco, Adva, Ciena, Alcatel Lucent.
- Managing WBS and resource mapping along with service delivery management.

REPORTING

- Exception & Escalation handling.
- Providing Customer Order / Project Status reports.
- Risk Identification & Mitigation Plans.
- Change Management Reports.
- OEM Inventory Management Reports.

- Service delivery Forecast Reports.
- Quality adherence/compliance Reports.
- Leading the Process Improvement Initiatives within the team.

LEADERSHIP

- Has been part of the TCTS CSR & Cultural Committee.
- Have initiated the Women's Day Celebrations & CSR Activities Involving organization employees.
- Liaison with individual project team to gather project status, establish dashboard to track project progress
- Contribute to the service improvement efforts of the team and implement changes in a positive way

Experience & Achievement

EXECUTIVE –PROJECT IMPLEMENTATION DELIVERY MANAGEMENT COORDINATOR | TATA COMMUNICATIONS TRANSFORMATION SERVICES LTD | AUG 2016 – TILL DATE

- Handling Enterprise Customers from UK for WAN, MPLS & Internet Infrastructure Delivery.
- Ensure the effective initiation of project with project team and dependent Stakeholders.
- Collaborate with supporting teams like Order Assurance / Planners / Core Implementation to get the service design document ready.
- Liaise with 3rd Party Vendors to get the access method plan implemented at customer location.
- Coordinating with OEM vendors to get the Hardware PO placed and the date of equipment delivery in place as per the plans.
- Team up with Configurations team to get the router configurations ready to be loaded on to the routers.
- Communicating with the warehouse to ensure the router availability by (JIT) Just in Time and configurations loaded and ready for dispatch.
- Reviewing and booking the field resources for the Installation at customer location along with information on actions to-do at site.
- Coordinating with Customer / Civil authority / Landlords to arrange access for the field resources to carry out of their work.

- Providing Handover to customer post installation and update billing team to initiate billing.
- Tracking, evaluating, analyzing and forecasting current status against established baselines and highlight the areas of concern and areas for potential improvements
- Assess the impact of project changes and assist with implementing the changes in order to enhance the effectiveness.
- Handling Extra Construction Charges and Cancellation Charges with Customer.
- Ensuring the Charges being applied for Out Of Office hours & Failed Engineer visits.

REVENUE GENERATION

- Reviewing process gaps to prevent revenue leakage. Identified leakage and realized revenue of 2.5M Pounds. Received appreciation and represented in Hall of Fame Awards by Client.
- Received reward from senior management on good focus on delivering projects with quality.

Tools Used

AMDOCS: CLARIFY, ORDERING, SOM | REMEDY | MS OFFICE2016 | BPMS| ONE PORTAL | SFDC| SHAREPOINT | OFSC | JIRA | VOST | CRAMER | EMP | BT ECO | ENGAGE PORTAL | BYBOX | VECTOR | ORMT

Certification

- Lean Six Sigma Green Belt

Languages Known

ENGLISH | HINDI | BENGALI