




JOYDEEP DEY


PROFILE SUMMARY

Lifelong learner, having wide-ranging expertise with a diversity of cross-industry and multi-functional experiences. Experienced in working across industries ranging from technology startups to fashion brands - with a demonstrated history of managing enterprise level and vertical specific software solutions - deployed on premise and in the cloud (B2B SaaS). Known for executing ERP projects across multiple domains in developing countries (SE Asia & Africa). Proven experience in mapping and analyzing complex business processes and driving execution for process improvements.

CONTACT

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SKILLS

- Detail-oriented, having ability to multi-task and work in a fast-paced environment within stringent deadlines
- Excellent presentation and customer-facing skills,
- Strong analytical and problem solving abilities
- Team management, consulting & coaching skills
- Process oriented, open to learning and highly adaptable
- Exceptional planning and organizational abilities with a proven record of delivering results.

WORK EXPERIENCE

Account Director

SEP 2020 - PRESENT | LOCATE2U PTY LTD. | REMOTE

- International expansion for the Australian SaaS business: identifying business opportunities and developing new markets (India & SE Asia)
- Lead generation and customer acquisition: prospecting, qualifying, negotiating and closing business relationships within the SEA region.

Business Consultant | Content Writer

OCT 2018 - PRESENT | FREELANCE | KOLKATA, INDIA

- Business consulting for SMEs and startups: optimizing systems & processes for desired business outcomes
- Writing articles/content related to business & technology for tech companies and social media, as a freelance writer,

Regional Head - Business Operations

JUN 2013 - AUG 2018 | IN4VELOCITY SYSTEMS (P) LTD. | KOLKATA, INDIA

- Managing regional IT business operations involving clientele development, CRM, revenue generation and P&L responsibilities
- Handling a portfolio of enterprise customer accounts (+15) across the eastern region (India and Bangladesh)
- Engagement at all stages of customer journey (onboarding, adoption and renewals) and driving business value through upsells & cross-sells
- Growing cordial customer relationships at operational level with customer CXO's (both business & technical leaders)
- Preparation and presentation of pitch-decks, business proposals & quotations in response to RFP & RFQ
- Driving steady growth in customer base, generating sustainable revenue and meeting revenue growth quota
- Leading a cross-functional team (sales, implementation & support) and assisting CEO & HR in recruitment, coaching and appraisals.

EDUCATION

Executive MBA Program

IIM Calcutta, India | 2008

Post-Graduate in Manufacturing Technology

NIFT Calcutta, India | 1998

Bachelor's Degree in Science

Gauhati University, India | 1993

Certification in Business Process & Decision Modeling

HPI Potsdam, Germany | 2016

EXPERTISE

Business & Technology

- Presales | CRM | B2B Sales
- Key Account Management
- Business Analysis
- Solutions Mapping
- ERP | CRM Software
- Project Management
- MS Project
- Customer Support
- Consulting | Coaching
- Team Management
- MIS | Dashboards
- Data Analysis
- Google Data Studio
- Operations | SCM
- TQM | Quality Management
- Process Modeling | BPMN
- Signavio Process Editor
- Gap Analysis | BPM | BPR
- Process Improvement Tools
- 5S | Lean | RCA | FMEA
- Documentation | DMS
- MS Office Suite
- MS Visio | Snagit | Canva
- Google Workspace
- HTML | WordPress | SEO

Remote Collaboration Tools

- Google Meet | MS Teams
- Slack | Monday | Calendly
- Skype | Loom | Slite | Zoom
- TeamViewer | AnyDesk

WORK EXPERIENCE

Sr. Manager - Implementation & Customer Support

JUL 2011 - JUN 2013 | IN4VELOCITY SYSTEMS (P) LTD. | KOLKATA, INDIA

- Executing concurrent IT projects (+10 full cycle implementations) in real estate domain, managing all phases of project lifecycle
- ERP implementation involving consulting, customizing, installation & configuration, trouble-shooting and post implementation reviews
- Overseeing application maintenance, support and software license renewals with an understanding of customers' technical environment
- Leading a multi-site customer support team, managing customer escalations and resolving issues in accordance with SLA.

Project Delivery Manager

FEB 2010 - MAR 2011 | ACCUSOL TECHNOLOGIES (P) LTD. | AHMEDABAD, INDIA

- Leading the off-shore ERP project execution for an enterprise account (pharmaceutical domain) in Sudan, Africa.
- Developing transition and implementation plans outlining project scope, objectives, deliverables, schedules & milestone deadlines
- Coordinating the SDLC process including the pre-configuration walkthrough, integration testing, UAT, deployment and delivery
- Gap analysis & ERP implementation including training and post go-live support to end-users on software systems.

Business Analyst | Technical Writer

MAR 2009 - FEB 2010 | ACCUSOL TECHNOLOGIES (P) LTD. | AHMEDABAD, INDIA

- Eliciting business requirements by interviewing identified project stakeholders & process-owners and analysing data
- Translating business needs into functional & technical briefs (BRD, SRS, UI & architectural design specifications) and reporting requirements
- Mapping optimal IT solutions to business requirements and ensuring timely delivery of solutions by collaborating with internal teams
- Creation and management of entire project documentation including process flowcharts, workflow diagrams and software user manuals.

Business Process Systems Manager

APR 2004 - MAR 2009 | ARVIND LIMITED | AHMEDABAD, INDIA

- Mapped and analyzed complex business processes and driven execution for process improvements across business functions
- Documented departmental SOPs, performance reporting metrics (KPIs & KRAs) and conducted inter-departmental process audits.

Manager - Vendor Development & Sourcing

MAY 2002 - APR 2004 | ARVIND LIMITED | BENGALURU, INDIA

- Development of vendor base capable of manufacturing as per standard quality parameters, for the domestic/retail apparel business
- Negotiation with vendors for most favorable prices, terms & conditions, and conducting vendor evaluations & factory compliance audits.

Asst. Manager - Supply Chain & Quality Assurance

JUL 2000 - MAY 2002 | S KUMARS NATIONWIDE LTD. | MUMBAI, INDIA

- Coordinated supply-chain operations from sourcing to shipment through effective management of supplier relationships
- Monitored manufacturing, quality assurance and warehouse logistics across multiple product categories.