**DURBADAL CHATTERJEE**

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**PROFILE SUMMARY**

* Aspire to get into mid-senior level assignments in Service Delivery & Project Management.
* Six Sigma GB certified professional with **6.5 years** of experience in Delivery, Process Transition & Improvement, Project Management, Robotic Process Automation (BOTs) and People Management.
* Achieved **98% SLA** with all customers whom I have worked with.
* Swiftly managing projects using Agile & other PMP methods with competent cross-functional skills and making sure on time deliverables within cost parameter.

**CERTIFICATION & AWARD**

* Lean Six Sigma Green Belt
* PMP Training completion certificate
* Accenture Operation Encore Award for ensuring overall Delivery Excellence.
* Accenture Operations Innovation Award (Idea No. 648312)
* Accenture Operations Innovation Award (Idea No. 658730)

**SKILL SET**

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| --- | --- |
| * Project Management * Requirement Gathering & Analysis * Stakeholder Management * Team Management | * UAT & Quality Control * Cost Optimization * Planning & SLA Monitoring * Training & Process Improvement |

**WORK EXPERIENCE**

**Mar’2019 – Sep’2020, SanDisk** (*a Western Digital company*)

**Business Analyst II**

* Support project management office (PMO) activities, including project reporting, managing project timeline, RFP/RFQ/RFI and budgets of medium complexity, maintaining workflow & compliance.
* Lead RPA and ETL projects for different LOB which improved process efficiency by 40%.
* Create, review & validate Business Requirements Document & business process details for all types of RPA projects.
* Regular coaching and mentoring sessions conducted with the team members to improve team’s performance with well-defined targets and motivate team towards achievement.
* Addressing queries towards common business goals, being a single point of contact.
* Ensured project baselines and controlling them with respect to cost, resource deployment, time over runs and quality compliance to ensure satisfactory execution of projects.
* Oversees and reports weekly, monthly, quarterly, and annual metrics.
* Reviewing the SOWs identifies trends and assesses opportunities to improve processes and execution within compliance framework.
* Coordinate with IT to implement data modeling, visualization (Tableau), process map, testing and validation.
* Provide robust analytics to track financial performance and key financial metrics like Week of Inventory, O2C, P2P, R2R, G/N Profit Margin, AR-AP, ROI, NPV, IRR.
* Managed performance of all LOBs, regular application maintenance (changes and updates) and enhancements

**Jul’2018 – Feb’2019, Schneider Electric**

**Business Analyst**

* As an individual I did coordinate with internal stakeholders and partners to implement sales process cycle using CRM (salesforce classic & lightning).
* Gather requirements to build Salesforce solutions on Salesforce Sales Cloud, Service Cloud, Marketing Cloud, Salesforce Communities.
* Automate business processes using Salesforce automation tools, such as Process Builder, Workflows, Formulas, Flow and Assignment Rules and email Alerts
* Monitors that every user has clarity on what they need to do for upcoming days and follows up with leads to ensure every team member has the needed to succeed on a daily basis.
* Educate the technical aspects of Salesforce solutions and clearly articulate what needs to be done to maintain the solution.

**Nov’2015 – Jun’2018, Accenture**

**Subject Mater Expert, Process Transition & Re-engineering (***FedEx to Accenture***)**

* Partner with functional leads to manage process performance improvement through Lean initiatives by applying business process re-engineering methodologies and tools.
* Applied Lean process improvement and reengineering methodologies and principles to lead and conduct process re-engineering meetings.
* Responsible for developing, managing and maintaining process diagrams and process definition documents in order to gather the necessary information for requirements analysis.
* Partner closely with technology developers to create and refine user stories and capture detail tasks required to execute process improvements in an Agile development mode.
* Well versed in Agile, SCRUM, daily stand-up meetings, backlog grooming and estimation and usage of JIRA.
* Assist project manager to plan schedules and coordinate business activities and deliver technology project.

**Jun’2014 – Sep’2015, RCS Tech**

**Sales Support, Enterprise S/w**

* Work closely with Sales Manager, s/w developer and Account Managers to effectively manage pipeline.
* Manage and develop new software solution sales to assigned customer base.
* Create C level relationships and develop accounts through consultative strategies.
* Develop and implement sales plans and strategies to achieve signings and revenue targets
* Make heavy outbound phone calls
* Develop product and demonstrations to show effective use of Safer Planet products in customer mission specific environment.

**ACADEMIC DETAILS**

2012-2014 MBA from University of Mysore

2008-2011 BCA from West Bengal University of Technology