

# Promit Kumar Sanyal

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## CAREER SUMMARY

As an accomplished Executive Director with 18+ years of experience in leading and managing India Operations, I have demonstrated a proven track record of improving business operations with application of IT and delivering exceptional results. My expertise lies in developing and implementing strategic plans, building high-performing teams, and fostering a culture of innovation and collaboration. With a deep understanding of the Indian market and its unique challenges, I have successfully navigated complex regulatory environments and built strong relationships with key stakeholders. I am a results-driven leader who is passionate about driving organizational success and delivering value to customers, shareholders and employees.

## SKILLS

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- Negotiation and conflict resolution
- Crisis management and contingency planning
- IT Infrastructure management and operations
- Data Engineering
- BCP
- Talent acquisition and retention
- Regulatory compliance and risk management
- Operational efficiency and process improvement
- Cross-functional collaboration and stakeholder management
- Budgeting and financial management
- Strategic planning and execution
- Vendor management and contract negotiation
- Team leadership and management
- Quality assurance and process improvement
- Performance evaluation and improvement
- Python
- Office 365
- MS Azure
- Ticketing Tools

## PROFESSIONAL EXPERIENCE

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### Executive Director (India Operations)

Feb 2016 – Present

QualSquad Infotech Pvt. Ltd (Everseen Ltd.) - Pune, India

- Develop and maintain effective communication channels with headquarters and other international offices
- Collaborate with other executives and departments to ensure alignment and coordination across the organization
- Develop and manage budgets, financial forecasts and performance metrics to track progress towards goals
- Ensure compliance with all legal and regulatory requirements in India
- Build and maintain relationships with key stakeholders, including clients, vendors and government officials
- Manage and lead a team of managers and staff to achieve performance targets
- Manage and oversee all aspects of India operations including IT, finance, human resources and operations
- Develop and implement strategies to achieve organizational goals and objectives
- Ensure compliance with all local laws and regulations, as well as company policies and procedures
- Develop and implement policies and procedures to ensure effective and efficient operations
- Continuously evaluate

### IT Director

Feb 2016 – Present

QualSquad Infotech Pvt. Ltd (Everseen Ltd) - Pune, India

- Oversee the design, implementation, and maintenance of IT infrastructure and systems, including hardware, software and networks
- Communicate IT plans, projects and progress to executive leadership
- Ensure compliance with regulatory requirements and industry standards
- Roll out of Office 365 and MS Azure AD for the India facility
- Setting up, managing and operating Tech Support Department (24/7) to provide real time support to the clients
- Integration of Bio-metric with HRMS for attendance and pay- roll management in co-ordination with the HR department

- Collaborate with other departments and stakeholders to identify and address IT needs and issues
- Stay current with emerging technologies and industry trends to identify opportunities for innovation and improvement
- Develop disaster recovery and business continuity plans to minimize downtime and data loss
- Ensure the security and integrity of data and systems through implementing appropriate controls and processes
- Manage and lead IT teams, including hiring, training, and performance evaluations
- Develop and implement IT strategies and policies to support business objectives
- Provide technical guidance and support to staff, end-users and stakeholders
- Manage IT budgets and resources to optimize performance and cost-effectiveness, including vendor relationships and contract negotiations

### **IT Manager**

Jun 2011 – Feb 2016

E Team Infocom Pvt. Ltd. - Kolkata, India

- Oversee the IT department and ensure all technology systems are functioning properly
- Manage IT staff and provide leadership and guidance to ensure team success.
- Manage and maintain IT operations, including network infrastructure, hardware and software systems, security protocols, network infrastructure, including servers (IBM), switches (Cisco) and firewalls (Palo Alto)
- Stay up-to-date with emerging technologies and trends in the IT industry and evaluate their potential impact on the organization
- Ensure the availability and reliability of IT systems and applications and troubleshoot issues as needed
- Develop and implement IT strategies and policies to support business objectives
- Develop and manage IT budgets, and ensure cost-effective use of resources
- Manage and allocate IT resources, including budget, staff and equipment
- Develop and deliver training programs to educate employees on IT policies and procedures.
- Provide technical support and guidance to employees across the organization
- Evaluate and recommend new hardware and software solutions to improve efficiency and productivity
- Manage vendor relationships (software, hardware and licensing) and negotiate contracts
- Develop and maintain IT documentation and procedures

### **Sr. Executive (IT and Projects)**

Jul 2008 – Jun 2011

Knowledge Konsultants - Kolkata, India

- Collaborating with stakeholders to define project scope and requirements
- Developing and maintaining strong relationships with internal and external stakeholders
- Leading and managing IT projects from conception to completion, ensuring they are delivered on time, within budget, and to the required quality standards
- Evaluating and selecting appropriate technology solutions to meet business needs
- Managing project budgets and resources effectively
- Identifying and mitigating project risks and issues
- Ensuring compliance with project management methodologies and standards
- Managing and mentoring project teams to ensure successful project delivery
- Developing and implementing IT strategies and plans aligned with business objectives
- Pre-Tender Consultancy–Understanding and analysis of customer’s requirement, providing solution with suitable & Cost-Effective products & technology.
- Keeping up-to-date with emerging technologies and industry trends
- Conducting regular performance reviews and providing feedback to team members
- Providing technical guidance and support to team members
- Managing project budgets and resources effectively
- Managing vendor relationships and negotiating contracts to ensure cost-effective solutions
- Developing and implementing policies and procedures for IT operations and projects.

### **Executive- Tech Support**

Nov 2006 – Jul 2008

Epitom Networks Ltd. - Kolkata, India

- Pre-Tender Consultancy – Understanding and analysis of customer’s requirement, providing solution with suitable & Cost-Effective products & technology
- Co-Ordination with Principal companies for presales solution Design & validation
- Tender Bidding–Providing Technical assistance to the marketing dept.
- Installation, Configuration of Equipment & Network Management
- Providing technical support and troubleshooting for hardware and software issues to clients
- Liaison with respective authority (ISP / BSNL) for wan project
- Co-Ordination with Principal companies for post sales technical issues
- Co-Ordination with top level management regarding administrative / logistics level issues
- Communicating technical information to non-technical stakeholders in a clear and concise manner.
- Conduct training sessions and provide technical guidance to executive level clients and stakeholders
- Install, configure, and maintain hardware and software systems for executive level clients
- Developing and implementing technical support strategies and processes

## System Administrator

Oct 2005 – Nov 2006

IntraSoft Technologies Pvt. Ltd. (123Greetings.com) - Kolkata, India

- Configuration and maintenance of Cisco 2600 series Router
- Configuration of Cisco 515 E PIX firewall for remote access VPN and Network Address Translation
- Installed and configured Cisco VPN software in the remote office users for accessing intranet remotely
- Implemented Windows 2003 server throughout the organization as DNS and Active Domain Controller.
- Co-ordination and Supervision for up gradation of Internet connectivity from 2 Mbps leased line (Copper) to 8 Mbps fiber optic backbone
- Configured and implemented Cyberoam UTM Box for bandwidth management and Content Filtering.
- Configured, implemented and up gradation of Symantec Antivirus 10.0 Server.
- Configured and implemented VLAN in the Cisco 4503 switch.
- Configuration and maintenance of Cisco Catalyst Layer 3 and Layer 2 switches (4503,3550, 3750, 3560 and 2924).
- Point of contact for IT vendors and ISP (internet related issues).
- Manage user accounts, permissions, and access controls
- Monitor system performance and troubleshoot issues
- Stay up-to-date with emerging technologies and industry trends
- Collaborate with other IT teams and vendors to resolve complex issues
- Plan and execute system upgrades and migrations
- Develop and maintain documentation of system configurations, procedures, and policies

## IT Administrator

Jan 2005 – Oct 2005

Desconsoft Ltd - Kolkata, India

- Configuration and maintenance of Cisco 1721 router.
- Manage and maintain company email and communication systems, including email servers and VoIP systems.
- Installation and monitoring of Agent Console, Admin Console, Report Agent, VNC and Campaign Manager Software.
- Troubleshooting and maintenance of Extension Client (Voice Server) and Extension Host.
- Periodic update of Operating System and anti-virus.
- Recording and deletion of voice files from the FTP site.
- Voice port and Data port assignment to the agents from the Extension Boxes and Layer 2 Switches of Telesynergy and Netgear.
- Maintenance of the Predictive Dialer in the organization.
- Point of contact of the organization for ISP regarding Internet bandwidth issues.
- Vendor management for software and hardware purchase and up gradation.
- Imparting training to the team members and employees.
- Provide technical support to end-users

## EDUCATION

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### MSc (IT)

Sep 2004

Sikkim Manipal University of Health, Medical and Technological Sciences, Gangtok, India

### Post Graduate Diploma in Information Technology

Aug 2002

Sikkim Manipal University of Health, Medical and Technological Sciences, Gangtok, India

### B.Com

Apr 2001

University of Calcutta, Kolkata, India  
Business and Commerce

## CERTIFICATIONS

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- 533 Implementing Microsoft Azure Infrastructure Solutions
- Certified in Programming for Everybody (Getting Started with Python) University of Michigan (Coursera)
- Certified Lead Implementer Professional (CLIP) for BS 10012:2017+A1:2018 Personal Information Management System including General Data Protection Regulations (GDPR) from British Standards Institution
- CCNA
- Sonicwall Certified (Unified Threat Management and Email Security)

## ACCOMPLISHMENTS

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- Set up of satellite office in different locations during pandemic to ensure business continuity.
- Promoted to Executive Director (India Operations) from IT Director in the year 2021 (Qualsquad Infotech Private Limited)
- Taken part in The National Conference on Range Technology (NACORT 2006) conducted by the Defence Research and Development Organisation (DRDO), Govt. of India.

## **PROJECT EXPERIENCE**

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### **Implementation of Campus Area Networking project., Kolkata**

#### **Indian Institute of Engineering Science and Technology, Shibpur**

Implementation of Campus Area Networking project with 3Com Core, distribution and access switches, deployment for Gbic fiber backbone along with Firewall, wireless, NMS, Antivirus integration.

### **Implementation of Campus Area Networking, SriKalahastipur (Andhra Pradesh)**

#### **Lanco Industries Ltd. (Andhra Pradesh)**

Implementation and commissioning of Campus Area Networking using both active and passive devices. Active devices include Cisco Catalyst 3550, 3750 switches and Cisco 2811 router.

### **Designing, implementation and commissioning of connectivity Murshidābād (West Bengal)**

#### **Tata Consultancy Services Ltd. (Kolkata)**

Designing, implementation and commissioning of the entire connectivity (Fiber Optics, STP and wireless along with Active Devices) for the SCADA project for Water TreatmentPlant (PHED, Govt. of West Bengal), Murshidabad.

## **CONTACT**

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