Sayona Bose

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IT MANAGER

Details

FD-376,2nd Floor,
Sector-3,Saltlake , Kolkata
Kolkata, 700106
India
+91-9163654997
sayona_bose2001@yahoo.com

NATIONALITY

Indian

DATE OF BIRTH

14/07/1986

Links

Linkedin

Skills

Multitasking Skills

Advanced Technology Skills

Teamwork Skills

Excellent Organizational Skills

Honesty and Integrity

Profile

An experienced IT Professional professional with 13+ of varied experience in IT management, IT Infrastructure, Business Process Engagements & Project Management. Providing managerial support, mentoring and managing teams with diverse skill sets, age and temperament are some of my key strengths. Having worked with different organisation, I have been exposed to different business processes; understanding business requirements, defining acceptable solutions and implementing the same are some of my other strengths. Certified ITIL 4 , CSM, Prince2 Certified and a Master of Business Administration (MBA) focused in Information Systems from Sikkim Manipal University of Health, Medical and Technological Sciences.

Employment History

IT Manager (Technical Accounts), Genpact , Kolkata

AUGUST 2020 — PRESENT

- Manage relationship with Clients, Business team, Business IT teams, corporate team and other stakeholders.
- Ensure IT Solution Documentation always remains updated and validated.
- Ensure all the customer escalations/issues are proactively identified, addressed and closed with documentation.
- Proactively highlight & own remediation of Risks to IT Processes, which may impact operational delivery.
- Regular reviews for Client and Corporate initiatives / projects / IT implementations across towers including applications, products etc.
- Drive IT Governance meeting with client IT, business teams
- Ensure Zero Major Incidents due to hygiene issues for the account/s
- Drive Incident Closure and subsequent RCA process end to end. Ensure PML (Production minutes lost) get calculated with valid Business /Process Inputs and gets reported out in relevant forums.
- Report out performance metrics, dashboards, monthly updates and issue progress to Internal and Client, Business and IT leaders as and when required.
- Enable the conduct of Infosec compliance audits across all account(s)
- Ensure 100% SOW compliance for all accounts in account. Drive MSA Adherence
- Ensure all SLA metrics are met as per agreed SLA norms
- Actively participate in NC (Non-Compliance) closure / Risk mitigation
- Ensure effective Business Continuity Planning & delivery
- Proactive communication on all the ongoing efforts as well as risk & mitigation plans required. All the efforts, approvals & communications have been documented.
- Implement IT infrastructure requirements and upgrades to improve overall system performance and ensure high levels of security
- Document process controls, step by step procedures, key input-output information for all activities.
- Providing Business insight to all IT projects having direct operational impact, to help project deliveries to be planned more effectively
- Conduct Business UAT for all Operational Changes involving IT.
- Drive Monetization opportunities for Technology projects within operations.
- Partnering with internal Audit teams to help enhance processes, systems and teams to deliver an outstanding customer experience by conducting deep dive analysis, identifying issues & fix it with a sustainable solution.
- Adhere to financial targets laid out in Annual IT Op Plans.
- Exploring opportunities to reduce the IT operational costs working with business and corporate teams.

IT Projects Lead, Accenture Solutions Pvt. Ltd,, Kolkata

OCTOBER 2012 — JANUARY 2020

- **Manage IT Teams across 2 locations for Global IT projects**
- **Managed one or more projects (budgets of up to £15million)** , **different Projects teams**
- **Defining and agreeing with the Leadership** on project approach, scope, budget, schedule and resource allocation.
- **Decisions on changes**
- **Governance and organization**
- **Excellent negotiations with stakeholders**
- **Responsible for the mobilization of a delivery team Chair / Attend project work stream / board meeting**
- **Accountable to ensure creation & approval of project documentation** ,
- **Engaging in Proposal responses (RFP/RFI) discussion**
- **Participate and collaborative**.
- **Ensure robust contracts are in place**
- **Ensure compliance with relevant standards**
- **Identify and manage Project risks and issues**

Senior IT Analyst , HSBC, Kolkata

SEPTEMBER 2008 — OCTOBER 2012

- Was working as Senior IT infrastructure analyst providing Technical and Operational guidance for Level 3 & Level 2 engineer and maintenance activities include all scheduled and as needed installation, configuration, support, and troubleshooting of **Cisco VOIP and Collaboration** technologies and related LAN/WAN technologies and devices.
- **Piloted New Transitions** from Global locations across US, EU, UK & APAC regions to **India Offshore Office** , thus including **Technical analysis and project activities** include technical task development & management, project coordination, and **managing third-party vendor delivery and relationships** (Dimension Data, SCC, Orange, ATT, Verizon, BT , Cisco TAC) **.**
- Have experience of **deployment of 20000+ Cisco IP phones across 200 sites in the US, UK, EU, APAC** region.
- Wide experience in working in **cross cultural environment** .
- Proficient in **technical and non-technical process/workflow communication** , both in oral and written.

Education

MBA Information Systems, Sikkim Manipal University , Kolkata

AUGUST 2010 — AUGUST 2012

B. Com: Commerce , North City College, Kolkata

AUGUST 2005 — AUGUST 2008

Personal information, Kolkata

Gender - Female

Marital Status - Single

Nationality - Indian

Passport - Yes

Interest - Gardening, Music and Reading