**PRANAB DAS**

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**Summary:**

Experienced PMO with expertise in **Project Management**, Business Requirement Gathering, **Stakeholder Management**, Process Improvement, Business Analysis and **Business Assurance**. Proficient in **project planning**, **incident management**, **Reports & Dashboard** creation, documentation, and **SLA audit**. Skilled in **Management Information reports**, cross-functional communication, coordination, and team management.

**Certifications:**

* Kickoff Waterfall Badge from Project management Institute. (Online)
* Human Resources: Using Metrics to Drive HR Strategy (from Linkedin)
* People Analytics (f Linkedin)
* Introduction to R from IIT, Kanpur.

**Skills:**

* **Soft:** Project Management, Requirement Gathering, **Project Planning**, **Project Tracking**, **Incident Management**, Process Development, Business Assurance, **Cross-Functional Communication**, **Stakeholder Management**, **Team Management.**
* **Technical:** Excel, Advance Excel, MS Suite, Google Suite, MS Projects, Bitrix24, SharePoint, HotJar, Google Analytics, Applicant Tracking systems (like HireCraft and Talent recruit).

# Projects / Role and Responsibilities:

**Microware Computing & Consulting**

**Designation: IT Project Manager (Apr’22 – Present)**

Managed projects including Candidates On-boarding, facilitated UAT on candidate’s virtual system, **Server Migration**, Governance of EPM tool development project, governance of project lifecycle and **Web Application development** for **government healthcare services**.

**My roles & responsibilities:**

* + Understanding **Scope of work**
  + Identification & understanding of **Project stakeholders**
  + Resource allocation and work delegation
  + Develop and maintain detailed **Project planner** which includes detailed task list, timelines, status and resource allocation.
  + Maintain **RAID tracker (Risks, Assumptions, Issues & dependencies).**
  + Conduct kick-off meetingsinternally and with clients.
  + **Requirement gathering** and amendment of the project planner accordingly
  + Conduct sprint meetings, weekly/ bi-weekly meetings with client
  + Maintenance of the **requirement documents**, **minutes of meetings** & **dashboard** for overall project health.
  + **Project tracking** to assure all the tasks are being completed on time
  + **Cross-functional** communication with the **onshore** & **offshore** **stakeholders** for project status
  + **Analyzing** & **flagging** dependencies& risks to the respective stakeholders in order to take mitigating measures
  + Maintenance of the **project backlogs** for future reference.
  + **Managing Incidences**/ issues occurs while testing. It includes categorization of incidence, prioritizing it, allocating it to the respective resource/ team for the resolution and closure of it by taking sign off from the stakeholder.
  + Responsible to assure on-time and smooth completion of the action items & project.
  + Accountable for project closure by taking sign-offs from the stakeholders.

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# NextGen Property Adviser Pvt. Ltd.

# Designation: Business Operations Manager (Jan’21 – Feb’22)

* Worked in an **Agile** work environment
* Responsible for **Operations** of Market Data Management and Support Centre teams
* Identification of **scope of improvement / enhancements** of web application.
* **Planning** of enhancement sprints and **track** of it to the closure.
* Responsible for listing real estate market data holistically and correctly on the website
* Responsible for providing prompt and efficient customer support system to the user
* Contributed in **Business Strategy formation** like org. hierarchy, employee benefits, BCP, resource planning, etc.
* **Process optimization** and enhancement of resource **efficiency**
* Website Improvement by analyzing **user experience** via **hotjar** on the website
* Analysis of **user feedbacks** & **behavior** for tailoring our website
* Responsible for requirement gathering from the business, making requirement document, taking sign-offs and sharing it with development team.
* **Competitive Research** and **Analysis** for the website improvements
* Responsible for identification of the key **data elements** for application development and strategizing on the **design flow** of the same for better **user experience** on the platform
* **UAT Testing** of website features & application modules.

# Spectrum Talent Management (Dec’18 –Dec 20)

# Senior Business Analyst

# Responsible for the process Improvement & process designing and supporting critical decision making.

* + Gap Analysis and controlling in the business delivery.
  + Taking Initiatives towards process improvement which included study of existing processes, identification of gaps & implementation of required measures for improving the processes
* **Implementation of ATS-**
* **Designing of new processes** by understanding the organizational goals, existing process, impacts and also taking into the consideration that the new process should not become a barrier in the core business. Redesigned the existing process for its seamless implementation.
* **Measurement & Process Analysis –** Impact measurement of the existing process by continuous discussion with the delivery teams, understanding their day to day challenges and providing solutions for their issues. It includes continuous gap analysis in the process, fixing the technological and process gaps.
* **Implementation** – Proficiently implemented newly designed processes by providing functional & technological solutions to the business. Transferred process knowledge to the larger teams via presentations and ensured smooth start of the service delivery process by coordinating with the business leaders, managers & the users.
* **Controlling –** In order to assure the processes are being followed properly, controlling methods have been brought in place to measure effectiveness of the same. Analyzed the gaps and conducted refresher program wherever it was required. Appointed SPOCS in every team to implement the process seamlessly & also for an effective two-way communication.
* **User Access Management –** Responsible for access creation for new employees and providing role based access. Auditing of Roles & access reports for identifying gaps and controlling it.
* **Improvisation in the Business Operations:**
* **Dashboard creation** for the business review, as well as for delivery improvements. Enabled identification of the gaps or **scope** of improvements. It helped in visualizing the business health of each vertical , also provided understanding on the productivity & efficiency of Delivery Team and Client.
* **Key client identification** based on **Pareto analysis**, Business in-flow, Invoicing & collection TAT
* **Client segmentation** based on Revenue, Business in-flow, ROI, client response post-delivery, conversion ratios & inputs given by the business in their fortnightly reviews. Vertical wise monitoring of client’s performance via **Kanban board** which further helps in their segmentation.
* **Delivery optimization** by identifying gaps or scope of improvements, root cause analysis, Impact measurement, providing solutions, implementation of solutions and continuous monitoring by using agile methodology.
* **Business Assurance:** Created **SLA documents, Process documents, SOPs** by partnering with the management**.** Responsible for **compliance/SLA audit** reports which helps in the adherence of SOPs, moving towards the achievement of organization’s / individual’s targets, enhancement of productivity & efficiency. It used to impact individual’s annual appraisals as well.
* **Creation of Artifacts around the processes** – It includes maintaining process documents / SOPs and updating the same as and when required
* **Support SPOC for ATS** - Acted as primary SPOC for the support on ATS. Also, used to coordinate with the vendor for next levels of support on ATS. Responsible for smooth functioning of ATS as per the business process. Also, responsible for **incident management** by maintaining issue/incident log, categorizing it to understand the most repeated incidents and their various incidents. Tracking and **analysis on the vendor’s time to resolve** the incidents, my **average time to resolve** the incidents to find better way out.

WORK EXPERIENCE:

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| --- | --- | --- | --- |
| **Company Name** | **Designation** | **Industry & Function** | **Duration** |
| Microware Computing & Consulting | IT Project Manager | Software development and IT- Staff Augmentation – Project Management | Apr’22- Present |
| NextGen Property Adviser Pvt. Ltd. | Business Operation  Manager | Real Estate Technology Company –  MDM, Support Centre, Marketing | Jan’21–Feb’22 |
| Spectrum Talent Management Pvt. Ltd. | Sr. Business Analyst | Consulting – *HR & Business Operations* | Dec’18–Oct’20 |
| Mancer Consulting Services Pvt. Ltd. | Sr. Business Analyst | Consulting – *HR & Business Operations* | Feb’18–Dec’18 |
| Vision India Services Pvt Ltd. | Assistant Manager | Skilling & Staffing – *Reporting & Documentation* | Jan’17–Jun’17 |
| Askmebazaar.com (Getit Infoservices  Pvt. Ltd.) | Sr. Executive | E-Commerce – Sales Operations /  Seller Management | Oct’15-May’16 |
| Mancer Consulting Services Pvt. Ltd. | Sr. Analyst | Consulting – *HR & Business Operations* | Aug’12–Oct’15 |
| The Royal Bank Of Scotland (RPO) | Associate | Banking – *Wealth Operations* | Jul’11–Apr’12 |

**Academics:**

* Bachelor of Commerce from University of Delhi

I hereby declare that all the information furnished above is true to the best of my knowledge.