

RAJU DUTTA

Address:

Garia Station Road, East Balia, Kolkata 700084

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Email:

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Objective: To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards the growth of the organization.

Skillset:

- People Management
 - Excellent Communication skill
 - Good Decision Maker
 - Ability to teach and mentor
 - MS Office
 - Sap End User (ISU & CRM)
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Experience: Working with Tata Consultancy Services (TCS), since October 2008 in the below roles

- ❖ As Process Associate October 2008 till November 2012
 - Day to day transaction processing
 - Solving queries and sharing updates with team
 - Reviewing Client escalation and replying back to Stakeholders
 - ❖ As SME December 2012 till June 2016
 - Obtain approval for changes to process in SOPs
 - Resolve issues relevant to project deliverables within the area of expertise
 - Providing training to the new users
 - Recommending best practices, process improvement ideas and answering to Client enquiries
 - ❖ As Quality Lead July 2016 till August 2018
 - Lead and mentor QA team members
 - Develop QA process and procedures
 - Improve processes and work on performance improvement plan
 - Maintain various documents (SIPOC, RCA)
 - ❖ As Operational Lead November 2018 till Date
 - Managing team of 20 people, includes shrinkage, production target and the required quality score
 - Set clear team goals, delegate tasks, oversee day to day team's operations and performance
 - Responsible for taking dashboard calls, sending SICs and getting into calibrations calls
 - Driving PMF across engagement. Working as a KAS in People Management Area, driving the competency area
 - Leading the CFT team in LI space
 - Team Huddle/ One on One/ different connect sessions with people
 - Working closely with L&D Team. Supporting them to give starburst training which is mandatory for BPS employees
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Achievement/ Awards:

- Pat on the back award for Q1'09. Awarded as best performer in the team for Quarter 1.
 - Emerald Go Getter award Q2'16. Awarded as best TL in the process.
 - BPS star performer. Monthly award for maintaining the quality score.
 - Long term Service and commitment award.
 - Champions League award for Q2'17. Best team awarded in the project for doing exceptionally well.
 - Onshore Transition to Australia twice and UK to help clients and bring new process for TCS.
 - Lean and Green belt certified. This resulted in given business benefits to Client.
 - Appreciation mails and certificates both from Onshore and Offshore stakeholders.
 - Consecutive A rater for the last 3 years (2015-16, 2016-17, 2017-18).
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Education Qualification:

- 2000: Passed Secondary Examination from B.D. Memorial Institute.
 - 2002: Passed Higher Secondary Examination from South City College.
 - 2005: Graduated with Accountancy Honours from South City College.
 - 2008: Post Graduated from Institute of Management and Information Science from Bhubaneswar. Completed with Finance specialization.
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Personal Profile

- Date of Birth : 26 December 1983
 - Language Known : Bengali, Assamese, Hindi and English
 - Address : Garia station road, East Balia, Kolkata-700084
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DECLARATION

I hereby declare that the above stated information is totally true and I'll fully comply with the terms that I have written.

Raju Dutta