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| ARNAB  **SENIOR PROGRAM MANAGEMENT / DELIVERY MANAGEMENT PROFESSIONAL**  Expertise in Program Management, Service Delivery and IT Operations.  Email:- [arnab.373821@2freemail.com](mailto:arnab.373821@2freemail.com) | |
| Executive Profile   * A result-oriented professional offering 20+ years of a successful career with diverse roles distinguished by commended performance and proven results * Led C-Level and executive reporting and management, business case development, business unit management, senior stakeholder * Skilled in performing IT operations support as well as building required team and procedures for change management in technical service operations entailing mapping of business processes and studying workflow to design solutions / applications; skilled in ensuring business functionality adherence & enhancing competitive advantage * Comprehensive experience in designing systems / processes for change management in IT Operations entailing mapping of business processes and studying workflow to design products / solutions, ensuring business functionality adherence & enhancing competitive advantage * Strong business acumen with proven track record in initiating a wide range of business development to establish global market presence as well as increase revenues and profitability for products & services * Extensive experience in executing programs; ramping-up projects within time, budget & quality parameters, as per project & delivery management & best practice guidelines   Certifications   * Certified Prince2 and ITIL   Notable Accomplishments Across The Career  **Sistema Shyam Teleservices Ltd. (MTS)**   * Development of Online Customer Promotion through SMS and Outbound Dialing incurring saving of INR 3 million per annum * Development of Alternate CRM to cater to CRM Downtime incurring saving of INR 2.1 million per annum * Development of Online Asset Management Tool incurring saving of INR 1.5 million per annum * Development of Online Minutes-of-Meeting Tool incurring saving of INR .5 million per annum * Development of Bulk SMS and Email Modules for Promotional Activities incurring saving of INR 3 million per annum * Development of on-the-go Attendance for field employees * Development of Online Complaint management tool through SMS * Acknowledged with Star Performer 2013 * Best Innovator - 2010 & Best IT Head - 2009 @ MTS | Key Impact Areas    Strategy IT Planning IT Operations  Program Management Delivery Management  Business Continuity Planning Solution Architecture  Process Automation (Improvement) Budgeting & Forecasting  Team Building & Leadership  Key Skills    Analytical  Thinker  Intuitive  Innovator  Communicator  Collaborator |
| Career Timeline  Head – IT Department  Project Manager – Innovation  Senior Executive - Billing & IT    Senior Manager -Telecom Business Operations –Vodafone Project  Deputy Manager - IT, VAS and IN  **1998 to 2001**  **2001 to 2007**  **2008 to 2009**  **2009 to 2009**  **Since 2009** | |
| Professional Experience  **Sep’09 till date**  **Sistema Shyam Teleservices Ltd. (MTS), Kolkata as Head – IT Department**  **Role:**   * Managing complete IT operations for Kolkata and Rest of West Bengal reporting to COO and CIO * Leading IT strategic and operational planning to achieve business goals by enhancing innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future IT systems in the circle * Providing support and solutions for the overall IT requirements of the organization on Service Delivery and Support- this includes managing the infrastructure, application software and other IT Infrastructure * Establishing & implementing required Quality Assurance and User Acceptance Test Procedures for all for all systems * Providing support and solutions for the overall IT requirements of the organization on Service Delivery and Support- this includes managing the infrastructure, application software and other IT Infrastructure * Building strong Information System infrastructure based on the company’s objectives and business needs * Supervising installations/ upgrades to ensure optimum performance in line with company policy within predefined timeline * Innovating resolution to complex matters of significance &coordinate the implementation of the approved course of action * Designing, creating and implementing IT Systems. Driving entire project management activities through Agile Project Management process including requirement gathering, analysis and final execution of projects in association with dedicated project team members * Initiating cost-saving measures benefitting business * Formulating Company’s IT Strategy and creating a roadmap for strategy implementation * Participate in the development of company policies, and provide oversight in the implementation and/or adherence of these policies * Review, streamline, standardize, improve and recommend changes to systems and procedures to promote accuracy of information and efficiency in processing while maintaining appropriate internal controls * Implementing plans for business continuity or disaster recovery, including Development, Operations, IT Security, and IT Services & help desk, and mission critical applications   Previous Experience  **Jan’09 – Sep’09**  **IBM India Pvt. Ltd., Kolkata**  **Senior Manager -Telecom Business Operations – Vodafone Project**  **Jan’08 – Jan’09**  **Wipro Infotech Limited, Kolkata Project Manager – Innovation**  **Vodafone Essar East Ltd., Kolkata**  **Mar’01 – Dec’07**  **Deputy Manager - IT, VAS and IN**  **Reliance Telecom Ltd., Kolkata**  **Jan’98 – Feb’01**  **Senior Executive - Billing & IT**  Education & Credentials   * MBA (Systems) from Sikkim Manipal University in 2006 * BA (Political Science) from Calcutta University in 1995   **Other Course:**   * RSA – Automation Anywhere 10     Personal Details  **Date of Birth:** 14th November 1972  **Languages Known:** English, Hindi & Marathi | |