

# ANANDA SHANKAR TALAPATRA



Phone No: 91-8095547729 / 7022636976  
E-Mail: rs.anandast@gmail.com

## Professional Experience

Operations Head with over 17 years 6 months of experience in project and service delivery, Support organization Strategies, IT Management, Vendor Management and IT Governance

- Worked in **Rialtes Technologies**, Pune from Nov 2018 to Nov 2019 as an Operations Head - India
- Worked in **Tech Mahindra Ltd (Mahindra Satyam Computers Services Ltd)**, Bangalore from October 2008 to July 2018 as an Operation Manager.
- Worked in **Tech Mahindra Ltd**, Pune from January 2007 to October 2008 as a Technical Associate.
- Worked in **Financial Software & Systems Pvt. Ltd**, Chennai from April 2006 to December 2006 as a Technical Associate.
- Worked in **CMC Ltd**, Kolkata from November 2001 to April 2006 as a Contract Assignee.

## Achievement

- Receive Pat on Back (POB) supporting project delivery activities in June 2016
- Receive Pat on Back (POB) supporting project delivery activities in Feb 2017
- Receive Spot award supporting as operation head in Feb 2019

➔ #7

Organization	<b>Rialtes Technologies, Pune</b>
Duration	<b>Nov 2018 to Nov 2019</b>
Client	<b>ConAm</b>
Role	<b>Operation Head - India</b>

## Responsibilities:

### Procurement

- Work on standard purchase/quote request tickets with quotes and recommendations based on the ConAm standard but tailored to their needs.
- Follows up to get approval from the appropriate individual in a timely manner to place the order

### Delivery management

- On boarding / off boarding of associates
- Understand the project requirements and delivery milestones
- Right mapping of the resources versus project activities

- Plan and deploy resources at client location
- Identify possible risks in the project and develop risk mitigation plans related to resources

### **Revenue realization**

- Co-ordination with client for PO's
- Monthly consolidation and invoicing.
- Monthly efforts report to finance team for invoicing purpose
- Collaborating with internal finance team on various aspects of invoicing
- Working on Statement of Work(SOW)

### **Human Resources**

- Strategic Planning in Human Resource Management (SWOT analysis).
- Helps control unplanned talent costs and highlights issues that limit employee productivity.
- Gives business leaders consistent reporting of results to quantify measurable and meaningful outcomes.
- Working with hiring managers to understanding their requirements, defining job positions.
- Worked on Key Result Ares(KRA) and Key Performance Indicator(KPI)
- Reference and background check of new joiners with third party.
- HR Policies and procedures formulation.
- Conduct initial orientation to newly hired employees.
- Maintaining reports such as interview status, Closed Positions and positions in Pipeline.
- Preparation of Daily / Weekly and Monthly recruitment report.

### **Administration**

- Ensure timely and accurate processing of payroll for all the employees
- Ensure and Check accurate attendance processing, record maintenance thereof for all the employees in the unit.
- Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints
- Initiating & Implementing disciplinary action / procedures as per the policy.

➔ #6

Organization	<b>Tech Mahindra Ltd, Bangalore</b>
Business Unit	<b>Media &amp; Entertainment</b>
Client	<b>Coolmath,Wizard,Fox Group, Warner Music,MGM</b>
Duration	<b>Jan 2014 to July 2018</b>
Role	<b>Operation Manager</b>

### **Responsibilities:**

- Negotiate, analyze, and prepare purchase order agreements, subcontracts, and cost control budgets
- Extensive experience in project/program management, resource management, scheduling, planning, deployment, support and training.
- Manage stakeholder expectations
- Responsible for end-to-end operation management of the project
- Handling Competency Management for all employees
- Drive Business Growth to deliver business results in each of the revenue stream

- Team development : Better manage career aspirations of employees
- Service Management (Work On boarding and off-boarding, validating SOW, Deliverables )

➔ #5

Organization	<b>Tech Mahindra Ltd, Bangalore</b>
Business Unit	<b>Semiconductor</b>
Client	<b>Applied Material</b>
Duration	<b>Oct 2008 to Dec 2013</b>
Role	<b>Project Lead</b>

**Responsibilities:**

**Delivery management**

- On boarding / off boarding of associates
- Understand the project requirements and delivery milestones
- Right mapping of the resources versus project activities
- Plan and deploy resources at client location
- Identify possible risks in the project and develop risk mitigation plans related to resources

**Revenue realization**

- Co-ordination with client for PO's
- Monthly consolidation and invoicing of 400+ employees efforts
- Monthly efforts report to finance team for invoicing purpose
- Collaborating with internal finance team on various aspects of invoicing
- Working on Statement of Work(SOW)

**HR management**

- Selection and effective deployment of resources to various project activities
- Identify improvement areas and training needs for resources
- Plan for known attrition
- Participating in the recruitment and staff selection process.

➔ #4

Organization	<b>Tech Mahindra Ltd, Pune</b>
Client	<b>AT&amp;T</b>
Duration	<b>Jan 2007 to Oct 2008</b>
Role	<b>Project Management &amp; Technical Support</b>
Project	<b>AT&amp;T – CC&amp;B – AIS</b>
Operating System	<b>NSK G06.30, Citrix Meta Frame</b>
Database	<b>NonStop SQL/MP</b>

**Project Description:**

Customer Care and Billing (CC&B) Infrastructure Support group is responsible for providing infrastructure planning, design, implementation and support for Customer Care and Billing as well as some Sales and Marketing and Wholesale mid-range applications.

**Responsibilities:**

**Technical:**

- Database responsibilities consist of SQL/ENSCRIBE "data" file support for the GEMSTAR, GALAXY, AMOS, EXCHANGE PLUS and QUICKSERVICE applications

on \SNDG and \HYWD nodes for Release installation and support Maintenance and troubleshooting.

- Provide support for EASE application

Project Management:

- Maintain & Monitoring Timesheets.
- Task/Phase allocation of the associates as per project requirement.
- Associate Effort confirmation for billing.
- Update Risk of the projects

➔ #3

Organization	<b>FSS, Chennai</b>
Client	<b>Bombay Stock Exchange</b>
Duration	<b>April 2006 to Dec 2006</b>
Role	<b>Testing, Implementation and Production Support</b>
Project	<b>Golden Gate Transactional Data Management Product</b>
Operating System	<b>NSK G06.08, HP-UX 11.0, WINDOWS NT Workstation</b>
Database	<b>NonStop SQL/MP, Oracle</b>

**Project Description:**

Providing level two technical supports in all the issues regarding their product on Open Systems and NSK Tandem through phone and web.

**Responsibilities**

- Providing support to the clients includes simulation of issue, error handling on requirement basis.
- Installation and trouble shooting of software in operating system like Non Stop Kernel, UNIX, LINUX, and HP UX and in databases like NSSQL, Oracle and MSSQL.

➔ #2

Organization	<b>CMC Ltd, Kolkata</b>
Client	<b>Calcutta Stock Exchange.</b>
Duration	<b>October 2004 to April 2006</b>
Role	<b>Operation Support and Training</b>
Project Title	<b>CSTAR (Calcutta stock exchange on-line Screen based Trading and Reporting system)</b>
Server	<b>Tandem Pathway</b>
Operating System	<b>NSK G06.08, HP-UX 11.0, WINDOWS NT Workstation</b>
Database	<b>NonStop SQL/MP</b>

**Project Description:**

The integrated software, CSTAR, is aimed at providing an On-line Screen Based System of Securities Transaction, Report Generation, Settlement Processing, On-Line and OffLine Margin Calculations, Securities Auction, Market Operations and Surveillance for the Calcutta Stock Exchange.

**Responsibilities**

- Managing complete day-to-day operational activities.
- Responsible for handling event based operations.
- User Training.

➔ #1

Organization	<b>CMC Ltd, Kolkata</b>
Client	<b>Assam State Co-operative Bank Ltd. Orissa State Co-operative Bank Ltd. Malda District Central Co-operative Bank Ltd.</b>
Duration	<b>November 2001 to September 2004</b>
Role	<b>Implementation, Testing, Designing</b>
Project Title	<b>BRAINS (BRanch Automation and INformation System)</b>
Operating System	<b>Windows 2000 Server, Windows 95/98/2000.</b>
Database	<b>Oracle 8i</b>
GUI	<b>Visual Basic 6</b>

**Project Description:**

“**BRAINS**” is full-fledged LAN software, which handles the total transaction of the Banking. It has Client/Server architecture and is developed on **Oracle 8i** as backend and **Visual Basic** as front-end.

**Responsibilities**

- Designing, testing of new release and Implementation of the software
- Providing training to the Clients as and when required.

**Academic Qualification**

- **Diploma in Advanced Software Technology (eDAST) from CMC LTD in the year 2001.**
- **Bachelor Degree in Commerce from University of Calcutta in the year 1999.**

**Certification**

- **CSM certification (Certified Scrum Master)**

**Personal Details**

- Date Of Birth : March 15, 1978
- Marital Status : Married
- Address : Sunny Dew Apartment  
Flat # 4D, Block – 4, 4<sup>th</sup> Floor  
971, Majumdar Para Road  
Kolkata - 700084

(Ananda Shankar Talapatra)