STUDENT CODE: AC124424404

Senior Program Manager

ABOUT ME

An expert in driving ERP implementations & transformations, from solution architecture, program management and organizational change management perspective with a total experience of 22+ years at TATA Consultancy Services Ltd. (TCS). I enjoy working with people across all geographies and culture and have performed various roles when stationed in countries like Japan, UK, US, Germany other than my current base location of India. My recent interests are related to strategic and advisory services for behavioral change within large financial / manufacturing corporations and their IT transformation journeys under different macro-economic circumstances.

WORK EXPERIENCE

Transition Manager (Client: Willis Tower Watson, Industry: Insurance)   **Apr 2024 – Present**

- Responsible for ensuring smooth knowledge transfer between incumbent service providers, whether on contract on client payroll, to TCS managed services and meeting the delivery steady state plan dates for customer's long duration Application Support & Maintenance contract, recently signed with TCS.
- Resolving the functional and technical understanding gap between TCS associates consuming the knowledge bundle and the client-side personnel imparting it as a part of handover. Advising solution document re-engineering and seeing it to completion and that it meets the RACI.
- Advising the internal management on skill vs resource mapping for conflict and complaint resolution as a bridge between client and internal organization.
- Reporting progress metrics, backlog management / risk & mitigation plan in joint forums.

Program Manager, (Client: AXOS Financials, Industry: BFS)   **Apr 2023 – Mar 2024**

- Managing overall customer relationship and delivery related to an agile Oracle cloud transformation engagement related to Procure-To-Pay / Asset-To-Retire / Record-to-Report processes and Operational Finance reporting.
- Responsible for all internal processes related to the program like, program budgeting, planning, resource identification & onboarding / off-boarding, meeting project milestone timelines, identifying scope change and working with client counterpart for negotiating change requests (with or w/o financial impact)
- Collaborating with the customer in open brainstorming sessions for enhancing their digital ERP footprint to bring in new functionalities and products and preparing draft RFP documents to pass it through their steering committee for strategic planning / budgeting and launch a formal tender / project.

Program Manager, (Client: Athora Netherlands, Industry: Insurance)   **Apr 2020 – Mar 2023**

- Managing a Finance ERP multi-generation transformation program (MGPP) to convert an on-prem and disparate Oracle ERP system into an interim hybrid system of on-prem and cloud and finally moving the operations to a SaaS cloud platform to the entirety.
- Having constant and continuous discussions / negotiations with client-side transformation team on balancing business users best-of-the-breed approach to enhancing ERP on Oracle platform goal IT goal.
- Responsible for all internal processes related to program management and Quarterly negotiations with the customer on capacity planning under the Time & Material model of the Statement of Work.
- In addition to program management also handled the solution architect role for their IFRS-17 compliance rollout using contractual service margin model.

Solution Lead (PPM), (Client: McDermott Inc. Industry: Energy EPCI)   **May 2019 – Feb 2019**

- Being and fully project-oriented organization, understand the complex provider-receiver intercompany relationship across the 50+ legal entities and operations in the customer company, their Go-To-Market and Project Implementation entities, contract & operational structure.
- Map the complex relationship for each and every program and associated projects in the Oracle Cloud ERP system with their transactional nuances. Thus, come up with the basic design footprint and fit-gap analysis. Offer various Operational / MIS reporting models to minimize customization.

Multiple Roles (Client: General Electric, Industry: Multiple P&Ls)   **Aug 2001 – Apr 2019**

- Started my career as a mainframe full stack developer then moved into platform-based ERP applications (Oracle) with the change in client's application landscape. Performed in various capacities ranging from module architect, solution architect, onsite / offshore program management to program advisory services. Specialized in the domain of traditional and renewable energy programs (implementations, rollouts as well as application maintenance)

EDUCATION

eMasters Degree in ECONOMICS, FINANCE & DATA ANALYSIS   **2023-2024**
Indian Institute of Technology (IIT), Kanpur, India

Bachelor of Chemical Engineering   **1997-2001**
Jadavpur University (JU, Kolkata, WB, India)

Class 12   **1995-1997**
South Point High School (SPHS, Kolkata, WB, India)

Class 10   **1995**
South Point High School (SPHS, Kolkata, WB, India)

CERTIFICATIONS

- Oracle Financials Cloud: General Ledger Implementation Specialist Certification   **2021**
- Oracle Financials Cloud: Fusion Accounting Hub Implementation Specialist Certification   **2021**

AWARDS

External: Oracle Customer Success Partner of the Year (Europe North Apps/SaaS for EMEA.)   **2023**
Internal: Multiple over the career tenure, recent being Star Team Award   **2023**

SKILLS

- Business Process mapping & Product Fitment / Development
- Strategic Thinking and Program Risk Management

INTEREST

- Reading books / blogs / documentaries / papers (Topics: Economics / Finance Science & Innovation)
- "Ikigai" practitioner

PERSONAL PROFILE

- **AGE:** 46 yrs (as of 07 Jul, 2024)
- **Languages Known:** English, Hindi & Bengali.
- **Gender:** Male
- **Nationality:** Indian
- **Marital Status:** Married
- **Annual Current Salary Range (In Lakhs):** 35-40