STUDENT CODE: AM122223202

Experience & Organizations :

Total Experience : 14 YEARS 09 Months

Accenture Solutions : 9 YEARS 8 Months (*Mar 2013 – Till Date*)
Kolkata (Base), : As Software Engineering Lead, Business Operations Specialist in various projects.

WIPRO : 5 YEARS 1 Month (*Feb 2008 – Mar 2013*)
 Kolkata (Base), Delhi, Hyderabad on deputation as
Senior Executive Trainer in Wipro BPO for HP Laptops product.

Education & Certifications :

Education :

eMasters Degree in Cyber Security – IIT Kanpur – Persuing
MSc. Computer Science - Burdwan University - 1st Division
BCA (hons.)   - Burdwan University - 1st Division
CBSE – 12 (Delhi)   - (S.G.D.M.S)   - 1st Division
CBSE – 10 (Delhi)   - (S.G.D.M.S)   - 1st Division

Global Certifications :
- Architecting Microsoft Azure Solution.
- ITIL V3.

Personal & Industry Info :

Industry Information :

- Notice Period : 2 Months.
- Pref Location : Kolkata / Flexible to other cities.

Personal :

- Father's Name : Anup Kr Misra
- DOB : 07-10-1987
- Marital Status : Married

Job Roles & Expertise :

- **Service Management Lead :** Handled a team of Service Restoration Experts for high priority Incident Management. Worked closely with Change Mgmt. & Incident Mgmt.to restore high severity servers and applications. As Business Ops Lead drive a team of experts to transform and streamline business processes to automate through Microsoft Power Automate, Power BI, SharePoint etc.

- **Resource Management Ops Lead**: In Resource Management Team Program managed separate modules of contractor to employee Conversion, Demand & Supply Management, Lead a team for Global Career Management activities, global benefit programs, Global Career Program for Onshore employees and activities for reimbursement of Finance per onshore employee program.

- **SharePoint Admin/ Power BI Developer**: 5 Years of experience as SharePoint Admin. Proficient in InfoPath, SharePoint Designer and workflows 2013 & SharePoint List. Proficient in Power BI design and dashboard & data visualization tools & Power Automate & Flow design. Developed SharePoint based applications through HTML5,Bootstrap framework, jQuery, JavaScript, Rest API. Have experience in requirement gathering of business processes.

Service Management Lead :

Initially worked as Service Mgmt Sr Analyst in High Priority Incidents. Later promoted to the role of Service Management Lead & Change Management Team for a major Automobile clients included 3000+ Servers.

Resource Management Lead (HR) :

Leading a team of corporate functions & HR executives for MIS and business operations team handling functional activities related to demand and chargeability of all Accenture Technology India resources & reporting to the leadership.

Software Engineering Lead :

Lead a team of SharePoint designers and VBA expert developers. As a team gathered requirements and deliver a SharePoint applications including InfoPath, Power App, Power BI. Rest API.

Positions & Roles in WIPRO :

Sr. Executive Trainer : PAN INDIA TRAINER

Train fresh resources batches for the business process & technical training. Evaluate & Finalize eligible resources for the process. Train experienced resources for the new technology & troubleshooting updates.
Business Travel in PAN INDIA (Delhi, Hyderabad etc.) due to client exclusive Product Trainer role.

Sr. Executive Team Lead :

Lead a team of Remote Desktop technical associates for a major IT Client.

Key Skills:

- ✓ Experience in Incident and Change Manager in Service Restoration team.
- ✓ Lead a team of Resource Managers Team in Accenture Technology India for Bench resources.
- ✓ Lead a team of Resource managers involved in support and operations of Global career program and responsible for approvals related to the employees financial reimbursement & benefits, Domestic and International Travel approval, Benefits , Salary advance approval, Trainings, community event approvals, training & exceptions, performance cycle approvals for onshore employees.
- ✓ Expert in understanding clients business process and streamline it through automation & tool development.
- ✓ Experienced in development of SharePoint based applications through integrating customized HTML5, javascript, jquery, Bootstrap framework. based application and later handled a team of developers.
- ✓ Expert in streamlining HR centric operations and process.
- ✓ Actively worked in contractor conversion, Bench Management Team.
- ✓ Responsible for demand management and taking accountability for metrics and report for leadership.
- ✓ Develop people through effectively supervising, coaching, and mentoring them.
- ✓ Ability to manage practice operations and ensure practice compliance with firm wide policies including risk management.
- ✓ Well understanding of companies Org structure.

Learning & Interests:

- ✓ Cyber attacks and application security, Advanced web cyber security.
- ✓ Python and Machine Learning, RPA.
- ✓ Leadership and Automation.
- ✓ Learning Playing Piano.