SUTAPA CHATTERJEE
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SENIOR TECHNOLOGY PROFESSIONAL: Delivering enterprise level global solutions across the Telecom, Security, Laboratory & Shipping domains in:

✎ Project Management   ✎ Service Delivery Management   ✎ Relationship Management

CAREER ABSTRACT

- Creative, results driven technology leader with **over 18 years** of global experience in managing the entire technology operations with a successful track record of delivering on / before time and within budget.
- Skilled in grasping the big picture, conceptualising, developing, implementing solutions & partnering closely with business leaders, various stakeholders & senior level executives.
- Insightful professional with notable success in directing a broad range of corporate IT initiatives, while participating in planning, analysis & implementation of solutions in support of business objectives.
- Adroit in performing stakeholder management role, ensuring closer collaboration between the global delivery teams by proper liaising and coordination.
- Excellent interpersonal skills, ability to relate to people at any level of business, possess cultural awareness and sensitivity with a mature thinking, strategic business approach and an elegant presence.

Key skills entail:

Software Development Life Cycle	End-to-End Project Management	Budgeting / Cost Control
Delivery Management	Quality Assurance & Control	Risk Management

CERTIFICATIONS / TRAININGS

- Prince 2 Practitioner, 2007
- PMP Certification from PMI, 2005
- CMM & ATM Training by KPMG, 2000
- Software Internal Auditor, APEX Quality International (UK) Ltd., 1997
- ISO 9000 Awareness, QAI, Kolkata, 1996

EMPLOYMENT HISTORY

Since Oct'11 with Labvnatage India Pvt. Ltd., Kolkata, India as Sr. Project Manager

Apr'07 – Sep'11 with Tech Mahindra, Kolkata, India as Sr. Project Manager

Sep'94 – Mar'07 with TCG Software Services Limited, Kolkata, India as Sr. Software Consultant

Core Competencies

- Defining and managing requirements, schedules, timelines, scope along with working with the multiple business groups and stakeholders in planning the project lifecycle.
- Managing the deployment phase of large scale projects / programs of varying complexity and accomplishing project fielding on time and within budget.
- Leading the entire project lifecycle, handling feasibility through requirements definition, design, development, implementation, integration, quality assurance, launch, and production support.
- Monitoring progress with respect to the cost, demand forecasts, time over-runs to ensure timely execution of projects and steering delivery management for technical deliverables of concurrent projects.
- Extending post go-live and application maintenance support to the clients and managing the designing, coding and debugging applications in various software languages.
- Serving as a single point of contact / interface for supporting customers / third parties / stakeholders & handling key issues for management.

Accomplishments:

- Played a major role in helping TechMahindra to get whole MDM platform support from British Telecom, this was possible, the team gave excellent support and helped to improve the performance of applications and made it available without any serious interruption.
  - TechMahindra got this application because they had able to give more than 20% reduction of team size.
- Rendered close assistance in reducing the turnaround time of issue resolution as well as number of incidents with continuous improvement suggestion.
- Involved in helping TCG to set offshore development center of GoldenSource, New York at Mumbai and made it working within couple of months from inception.

ACADEMICS

- Masters in Business Application from IGNOU in 2004.
- Post Graduation Management Diploma in Operations Research from IGNOU in 1997.
- Post Graduation Diploma in Statistical Quality Control from IAPQR, India in 1990.
- B.Sc. (Mathematics) from Burdwan University in 1988.

PERSONAL DETAILS

Address	:	496, Chinsurah, Hooghly West Bengal, 712101
Date of Birth	:	10th August, 1966
Languages Known	:	English, Bengali & Hindi