



Ananda Shankar Talapatra

Professional Experience

Operations Head with over 17 years of experience in project and service delivery, support organization strategies, IT management, vendor management.

Contact

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Key Skills

- Project Management
- Delivery Management
- Man-power management
- Procurement
- Human Resource
- Revenue Assurance
- Vendor Management

Certification

- **Certified Scrum Master**

Work Experience

Operations Head - India

Rialtes Technologies | Nov '18 - Nov'19

- Work on standard purchase/quote request tickets in Service Now ticketing tool with quotes and recommendations based on the ConAm standard but tailored to their needs.
- Follow up to get approval from the appropriate individual in a timely manner to place the order.
- 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.
- 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.
- Maintain accounting in QuickBooks.
- Working on Statement of Work (SOW).
- Recruitment and Selection Learning and Development.
- Evaluate employee benefits policies to assess whether they are current, competitive, and legal.
- Coordinate and supervise the work activities of specialists and support staff.
- Prepare a program budget and keep operations within budget.
- Ensure timely and accurate processing of payroll for all the employees.
- Ensure and check accurate attendance processing, record maintenance of 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.

Operations Manager

Tech Mahindra Ltd. | Jan '07 - Jul'18

- 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).
- Monthly consolidation and invoicing of 400+ employees efforts in PeopleSoft - HR and PeopleSoft - Finance application.
- Monthly efforts report to finance team for invoicing purpose

Work Experience

Technical Associate

Financial Software & Systems Pvt. Ltd | Apr'06 - Dec'06

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

Contract Assignee

CMC Ltd | Nov '01 - Apr'06

- Managing complete day-to-day operational activities.
- Responsible for handling event based operations.
- User Training.
- Designing, testing of new release and Implementation of the software
- Providing training to the Clients as and when required.

Personal Details

D.O.B: 15th March, 1978

Languages: English, Bengali, Hindi

Academic History

Diploma in Advanced Software Technology (DAST)

CMC Ltd | Kolkata

Year of Passing: 2001

Bachelor of Commerce (B.Com)

University of Calcutta

Year of Passing: 1999