SUBHADIP MUKHERJEE

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Middle level positions in **ERP IMPLEMENTATION / PROJECT MANAGEMENT/ PROJECT PLANNING / CORPORATE SOCIAL MEDIA / PROJECT LEAD TECHNO FUNCTIONAL / APPLICATION SUPPORT** with a leading firm.

SYNOPSIS

ITIL certified offering over **13 + years** of cross cultural experience in **Retail, ERP Implementation, Project Management, Corporate Social Media, IT Management, Application Engineering, Technical Support, Development and Web Designing**. Project co-ordination with clients ensuring on time delivery within pre-approved budget while maintaining security & quality.

Experience in **end-to-end project management** ensuring an effective management of various resources to meet project specifications with business process analysis and design and GAP analysis**.**

Exposure: Three full life cycle ERP implementation experience in **SAP IS Retail 6.0**, **TCS iON & In house Customized ERP**, **BPMS** implementation (Business process management system), **Retail SIM** (Stock Inventory Management), **POS** (Point of Sale), **CRM** (Customer relationship management), **QSR-Restaurant POS** (Quick Service Restaurant POS), **Web Development**, **Intranet Shopping** (Learning and Development module for HSBC India), **Corporate Social Media Planning & Management** and **Application Testing**. International exposure in Europe, Africa and Asia.

Excellent communication, team building & Management skills with proficiency in grasping new technical concepts quickly.

AREAS OF EXPERTISE

ERP Implementation: End to end implementation of ERP in retail, restaurant, F&B, online retail. Understanding the business need and requirement and then creating a project plan. Work with team to achieve the project within the set timeline and budget.

Project Management: Providing support to large-scale project / program planning, execution and management in tune with the core business objectives. Implementing of project plans within pre-set budgets and deadlines. Identification of foreseen / un-foreseen risks and their mitigation strategies during the initial phases. Managing resource allocations and setting up of communication channels across the various horizons of the organization structure. Responsible for user acceptance testing & extending post go-live support, including training support to end-users

Corporate Social Media: Conceptualizing, strategizing, planning and deployment of social media on multiple platforms. Critically analyzing analytics and modifying them according to the current trend factor.

ITIL Management: Deploying the right practices by integrating people, process, technology and information for restructuring the IT organization and aligning it to the business. Ensuring active stakeholder participation and sponsorship establishment through integrated change management approach. Implementing effective utilization of ITIL best practices for IT operations.

BPMS Training and Implementation: Understanding business processes and then developing necessary process documentation and process maps. Making enhancements in existing process to meet the business expectation. Training teams and implementation in live environment. Auditing the process and making necessary tweaks for process optimization.

Technical Support: Extending high-end technical support on various servers and ensuring high customer satisfaction levels through prompt redressal of their problems. Developing new software solutions involving requirement gathering, coding, testing and implementation.

Infrastructure Development: Developing an understanding of company's strategic business objectives to ensure that projects are structured to deliver maximum return on investment. Architecting and deploying new solutions by conducting project planning sessions with the blended project management team which typically includes both functional specialist and technical team to ensure a high probability of project success.

Web & Intranet Development: Interacting with clientele to ascertain needs and develop macros, style files concepts and specifications for assigned projects. Supervising production operations involving scheduling, administration and HR activities. Planning and designing graphics brochures, presentations and static/dynamic web pages using multimedia tools.

PROFESSIONAL BACKGROUND

Assistant Manager -Web and IT Application with Apeejay Oxford Bookstore Pvt. Ltd., Kolkata Since February 2005

Growth Path:

1 April 2010 – Till Date – **Assistant Manager** – Web and IT Application *(Reporting directly to CEO and Senior IT Manager of the group)*
1 April 2007 – 31 March 2010 **Senior Executive** - Web Developer
February 2005 – 31 March 2007 **Executive** - Web Designer

Notables:

Managed:
- IT Application and Infrastructure Support.
- Retail Software Maintaining and Support (Retail SIM, POS, CRM & Restaurant POS).
- Web Development (Web Site & Intranet - GEMS).
- Implementing **SAP IS Retail 6.0** in Oxford Bookstore Retail Shops and for the web site.
- Additional implementation of **TCS iON ERP** in Oxford Bookstore Retail Shops and for the web site.
- Implementing **In house custom developed Retail ERP**

Involved in:
- Business Blueprint, Realization, Integration and Unit testing, UAT, Go-live & post implementation support.
- Social Media Startegy
- BMPS development, training and implementation.
- Master Data Management (MDM)
- Web Site Designing, Development, Visualization, Server Maintenance etc.
- Developing Intranet Based Shopping Software GEMS in SaaS (Software as a Service) model for **HSBC India**. Managed as a project lead/analyst.

➡ Actively participated during the UAT and Go-Live phase. Maintaining **Systems Development Life Cycle** (SDLC) process for planning and implementation.

- ➡ Monitored maintenance, up-gradation, issue resolution & training of business software like SIM, POS, Quick Service Restaurant, CRM, etc.

- ➡ Distinctively redesigned the www.oxfordbookstore.com web site to work seamlessly with SAP.

- ➡ Management of all retail stores (pan India) from Head Office in co-ordination with third party support vendors.

- ➡ Control and monitoring of **centralized call/issue management system**. All calls are managed through this and levels of escalation have been defined to ensure all calls are resolved as per agreed SLA with business stake holders.

- ➡ **QA Testing and new Version Deployment –** All new version of business application are extensively tested in multiple OS platforms. Checked thoroughly for bugs and errors before deploying to live environment across all locations.

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Web Designer with Bhagchandka Exports Pvt. Ltd., Kolkata
August 2004 – December 2004

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Notables:

- ➡ Accomplished gamut of tasks as follows:
  - ⇢ Design sample web pages for various clients.
  - ⇢ Design graphics for implementation in web pages and other collaterals like brochures, etc.
  - ⇢ Testing web pages for scripting and coding error.
- ➡ Processes streamlined: Go live was done but it was seen that the web pages were bit difficult to navigate. It was completely redesigned by me by using updated scripts and web methods which were easy to navigate thus very user friendly.

OTHER ASSIGNMENTS

Overseas Assignments

- ➡ **Sri Lanka:** Attended an International Training of Trainers workshop and subsequently developed a site for their project www.sasa-net.org (2003)
- ➡ **Kenya:** Attended an international forum as a part of ISR activity. Photographed various events during that forum. (2007)
- ➡ **Senegal:** Attended an international forum as a part of ISR activity. Helped in communication management. (2015)

Web Development

- www.ethnocity.net (Australia, now off line - 1998)
- www.swadhina.org.in (Kolkata - 2000) – *As a part of ISR activity*
- www.navaindia.in (Kolkata - 2001) – *As a part of ISR activity*
- www.swadhina.org.in/nvse (UK - 2001) – *As a part of ISR activity*
- www.scmindia.org (Bangalore - 2003) – *As a part of ISR activity*
- www.sasa-net.org (Sri Lanka - 2004) – *As a part of ISR activity*
- www.whfdn.org (Nigeria - 2004) – *As a part of ISR activity*
- www.gharsansaar.com (Kolkata - 2004) – *For Bhagchandka Exports Pvt. Ltd.*
- www.kolkatalitfest.in (Kolkata – 2010 to 2015) – *For Apeejay Oxford Bookstore Pvt. Ltd.*

PROFESSIONAL CREDENTIALS

➡ **ITIL Foundation Test** – Scored 100 in 2009.
➡ **MCITP** – from karROX Technologies in 2013.
➡ **Diploma in Multimedia** from Pentasoft in 2002.
➡ **E-Commerce Training** from Zap Infotech in 2000.

ACADEMIA

➡ 2008 - **MCA (Masters in Computer Application)** from Sikkim Manipal University.

➡ 2003 - **B.A**. from Calcutta University.

RECOGNITIONS RECEIVED

➡ Certificate from Murray Culshaw Advisory Services (Bengaluru)
➡ Special certificate from WRI (UK).
➡ BPMS Trainer certificate from India Skill Bridge

IT PURVIEW

OS: Windows & Linux Suse/Ubuntu
Language: HTML & JavaScript
Interface Tools: MYSQL, PL SQL
Software Packages: Photoshop, Dream Weaver, Studio 8, Studio Max, Flash, Sound Forge & MS Office Packages
Others: SAP IS Retail (ERP), TCS iON (ERP).

EXTRAMURAL ENGAGEMENTS

➡ Photography
➡ Blogging
➡ Volunteering (ISR Activity) with a NGO

PERSONAL VITAE

Name: Subhadip Mukherjee
Fathers Name: Diptendu Mukherjee
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