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THE PROFICIENCY FORTE

- **IoT and SCADA Expertise:** Having experience in handling 'IoT and SCADA for Water and Energy Monitoring Systems mostly in Government sectors for end to end deployment.
- Engaged in **Cloud Computing** Methodologies and working closely with Serverless technologies and managing clients on this domain.
- **Project Management:** End to_End Project Management capabilities. Handling entire Project Management lifecycle, including implementation, resource management, budget management, client interaction, co-ordination with Sales and Professional engineers globally.
- **Client Servicing:** Effective Management of Customer Relation Operations and ensuring maximum Customer Satisfaction and business excellence. Providing assistance in devising and effectuating customer delight programs as well as maintaining minimum Turnaround Time.
- **Implementation:** Implemented Managed services in new accounts and interacting directly with customer onsite. This included end to end preparing process document, reports and designated liaison with end customer to agree with process.
- **Disaster Recovery Management:** Risk assessment and mitigation plans in order to ensure smooth delivery and flawless execution in project delivery. This includes robust end to end disaster recovery plan during planning and initiation phase,
- **Mergers and Acquisitions:** Involved in multiple Mergers and Acquisitions of different record management companies, which included managing all legal aspects like maintain Compliance and proper audit of the companies involved in the Merger. Regular update to management regarding all legal and compliance issues are addressed in timely manner
- **Records Management:** Effective management of storage of vital and normal documents of customers and managing a smooth operation for continuous customer delight. This includes paper records and vital tapes of the customers
- **Release Management:** Manage team who act as a designated liaison between varying business units to guarantee smooth and timely delivery , helps in identifying, creating and/or implementing processes or products to efficiently manage the release , help in troubleshooting problems with an application (although not typically at a code level).
- **Service Desk/Incident Management:** Handling teams which are actively involved in first point of contact for the external customers, handling Priority issues and resolving them. Also coordinating with internal application teams in understanding and triaging the incidents to the right application groups. This also includes handling external as well as internal bridges which requires immediate attention to resolve the issues as per priority. This mainly includes designated liaison between different BU's.

- **Team Management:** Imparting /organizing training programs for new recruits for achieving pre planned business targets. Leading, training & monitoring the performance of team members to ensure efficiency in, operations and meeting of individual & group targets.
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EMPLOYMENT PROFILE

HKRP Innovations Pvt. Ltd. – (Since November 2025 – till date as Delivery Manager)

- . Delivery Manager leading end-to-end delivery of IoT & SCADA energy monitoring programs across utilities, manufacturing, and commercial portfolios. Proven track record in multi-site rollouts, OT/IT integration, stakeholder governance, and P&L ownership, delivering measurable reductions in energy cost and downtime.
- Program/Portfolio Management: Roadmaps, release planning, OKRs(Objectives and Key Results), and managing RAID(Risk, Actions, Issues and Dependency)
- Stakeholder Leadership: CxO communication, steering committees, utility/regulatory engagement
- Closely working with MNRE (Ministry of New and Renewable Energy) handling all the application platforms related to Energy which in turn used by the State Governments

RyDOT Infotech Pvt. Ltd. – (Since July 2022 – Oct-2025 as Pre-Sales Manager)

- Dealing with Government Projects and liaising with officials based on the Tender being floated
- Engagement in Pre-Bid Tender meetings and regular Client Meetings/ Interactions (Government Projects) to bring in New business.
- Co-ordination with the internal development team to ensure smooth delivery and installation of required delivery
- Ensure proper services Post-delivery and Execution.
- Responsible for gathering new Projects/Sales for the organization
- Handling IoT-based projects with complete end to end Installation and Implementation

Minfy Technologies – (Since Mar 2021 – June, 2022 as Project Manager)

- ✦ Handling Application Engineer Services supporting Projects including cloud enabling services
- ✦ Involved in publishing and creating Proposal for new customers including costing and BOM factors
- ✦ Ongoing support to existing customers and constant engagement with AWS for solution and handling customer related to AWS.
- ✦ Handled Infra Engineering services, supporting Partner based Enabling Services

VFS Global– (Since Feb 2018 – Sept 2020 as Sr. Project Manager)

- ✦ Handling end-to-end Project Implementation and rollout.
- ✦ Internal interaction and communication with relevant stakeholders.
- ✦ Planning and coordination with engineering teams and Vendors.
- ✦ Regular updates to Management including recruitment, budget etc.
- ✦ Handling Projects using Agile framework.
- ✦ Handling escalations and timely resolving Priority issues.
- ✦ Ensuring regular updates on new Project status to top-level Management.

Nice Interactive Systems– (Since June 2016 – Sept 2017 as Project Manager)

- Working as a Project Manager for managing projects across EMEA
- Functional expertise in analytics including Workforce Management and other related functions.
- Regular interaction with customers, dealing with their requests and implementing and delivering projects on time(Nice product is mainly into recording solutions)
- Interaction with sales and pre-sales on solution design and budget related queries.
- Timely allocation of resources and constant monitoring of activity performed by the Professional Service Engineers, making sure all timelines are met ` ◦ Disaster recovery planning to ensure smooth execution of the project to avoid interruption in project execution.
- Proper Project Planning based on the product and solution design. Ensure SRT / SPC etc. are in place and smooth execution of the project.
- Making sure invoices are delivered timely (Quarterly) and ensuring the targets are met as planned beginning of the Quarter
- Proper co-ordination with Support, IHD and RND as per project requirements.

Iron Mountain India– (Since February 2015 – January 2016 as Project Consultant)

- Working for new project implementation for PAN India projects for Iron Mountain
- End to End delivery of Projects related to critical storage of documents and media
- Handling queries of customers including PSU's and dealing with their critical issues
- Part of mergers and acquisitions for Iron Mountain and making sure a smooth functionality involved in the transition for acquiring the company's
- Handling all legal and compliance issues involving regulations, policies and procedures related to all acquisitions.
- Making sure all risks and the corrective actions are taken into consideration and update all the departments accordingly.
- Weekly updates to Management with facts and figures with all details
- Maintain all agreements in proper order and update if required.
- Involved in transition of new accounts
- Manage real time production of records and its criticalities
- Onboarding new accounts and end to end set up

Amdocs– (Since October 2008 till November 2013 as Project Manager)

- Recently worked with NBU(Network Business Unit) to implement Managed services in new accounts as part of new establishment and recent project being Liberty Global in the Netherlands. Regular customer interaction with parent customer as well as its affiliates
- Also part of preparing dashboards and reports for new deals as part of NBU's ACC products.
- Worked as a Project Manager for Service Desk Line for PSG division with a span of 35resources. Prior to this handled 100+ resources
- Worked for Production management(EOD/Batch/Billing) earlier apart from Service Desk
- Integrated Implementation Team member for Metro, Telkomsel, TSA, VTL, UPC and other integrated Amdocs accounts
- Was first to implement 'lean' in Cluster C T2.0
- Implemented multiple Kaizen ideas
- Team handled all Ensemble applications like CSM, FDT, sView, eCare etc.
- Worked for other Non Dox accounts like Elisa ,TMUK and TMUS, Telstra
- Liaising with other BUs , and providing them resource on loan as per requirement.
- Roles and Responsibilities:
 - Manage the teams across the accounts for Service Desk. ○ Managed and guided effective 1x1's for team members per company guidelines ○ Doing regular skip levels and round tables with B2s.
 - Maintaining SLA Compliance
 - Track the RCAs and come up with Lessons Learnt and Next Steps to avoid recurrence across the Line.
 - Support in on-boarding new accounts ○ Drive CC level special initiatives. ○ Implementation of new accounts ○ Regular interaction with customers and handling escalations(1-2-3) ○ Understanding and meeting the site expectations. ○ Empowering Front Line Leadership.
 - Effective use of R&R and Project event Budget ○ Arrange for Knowledge Transfer in specific areas across accounts on need basis.
 - Prepare reports and high level dashboards for any new deals as part of NBU, showcasing ACC product.

Dell International – (Apr 2007 – October 2008)

Worked as Sr.Team Manager

- Assigned as Technical Support Specialist and Resolution Specialist providing Technical support to US clients.
- Achieve required Performance wrt following metrics applicable as per targets communicated quarter on quarter to drive enhanced Customer Experience
- Trained on managerial skills and leadership techniques.
- Topped Q3 in 'Customer Experience' scores
- Coordinate with respective AMs/TMs to identify BQs, do in-depth quality analysis and freeze action plans accordingly, drive Comm Sat Scores /customer Experience.
- Managed and guided effective 1x1's for team members per company guidelines
- Ensure all employees have IDPs in place and have specific development opportunities identified and followed-up with required action plans.

- Ensure all Key Resources have got specific focus / mentorship on developmental areas. Formulate developmental action plans and help in the execution.
- Take necessary initiatives to ensure that there is appropriate action taken towards grooming and growth.

Fidelity Investments – (August 2004 – Apr 2007)

Worked as –**Sr Team Leader**

Dept: Transaction/Finance Operation (Operations-Health and Insurance)

- Managed and directed a team of 12 experienced support staff to handle daily activities including critical and escalated tasks as needed
- Transitioned one of the biggest client processes in fidelity - General Motors and Bank of America(Health and Insurance)
- Maintaining SLA's on time
- Regular interaction with On Site for smooth Transition and Ramp
- Formulating new methods and Techniques for Process improvement
- Maintaining Manager Controls as a part of Risk Management on a monthly basis □ Maintain a monthly Dashboard for the Process.
- Developing Training tools through video conferencing and con calls
- Maintaining Quality using Six Sigma tools
- Responsible for interviewing and appointing new recruits.
- Regular 1:1 with the team members □ Responsible for yearly appraisal for the team

Quality

- Constantly monitored and controlled the performance of the team by implementing Six Sigma controls
- Set up a Quality team.
- Successfully completed four 'Quick Hit' (Kaizen) project in span of 6 months

HCL Technologies – (Jan 2002 – August 2004)

Worked as **Team Leader**

Handled a team of 40 associates for a **US and UK based transaction processing**

- Generating daily and consolidated weekly reports
- To Achieve and Maintain SLA standards
- Identifying the potential skill sets of the agents through various trainings and interactions. □
Developed a 'Queue Management Tool' for smooth delivery of the process □ In charge of roster for the team.
- Active role in motivation of team members.
- Appraisal for the team members.
- Responsible for meeting the Quality SLA's
- Developed and maintained a weekly/ monthly quality report for the Process.
- Work closely with the client to understand the client's ongoing requirements and ensure that these requirements are met consistently by working with the training and the quality team.

Started as a Team Member, Resigned as an **Assistant Manager**

- Managed day to day activities of Team Leads
- Trainer for 'Siemens ACD Server' and Computer Telephony Integration for a period of 3 months. □
Monitoring Daily activities.
- Planning Schedules/Shift Rosters
- Assignment of work units to agents
- Follow ups of the progress on assigned work units
- Maintaining MIS on a daily basis
- Planning, coordinating and implementing different techniques to ensure achievements of targets
- Recruiting individuals and Training • Interacting with Auditors.
- Handling Escalations • Single point of contact for the Clients.

MAJOR ACCOMPLISHMENTS

- Six Sigma 'Yellow Belt' Certified – Process Conformance(DMC)
- Six Sigma 'Green Belt' Certified – Process Improvement(DMAIC)
- Completed 4 Quick hits using 'Kaizen' Methodology
- "Best employee" of the Year 2000 for Dialnet Communications.
- "Letter of Appreciation" in the Year 2003 from HCL, Noida
- "Best Leader" award from HCL
- "Certificate of Excellence" from HCL
- "Best Customer Service Award" HC
- "You have Earned it" award for best team for Fidelity Investments
- "Best Quick Hit" award for initiating Kaizen project. Fidelity Investments
- Lean award from Amdocs
- Part of Newsletter team for Pune site and EMEA Globally at Nice Systems
- Part of Emergency Response Team at Nice Systems

ACADEMIC CREDENTIALS

○ Bachelor of Commerce (Hons.)-1996

Guwahati Commerce College, Guwahati University, Assam, India

Knowledge of ITIL and PMP for Project Management Capabilities

○ PMP Certified