

ANIRBAN BISWAS, PMP®

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Profile Summary

Experienced Program Manager with 18 years of experience ranging from delivering large strategic projects to driving enterprise-level strategic programs for the client. Strengths include experience software design and development, knowledge in financial and contract management, successful service delivery, working on scopes for opportunities to win more business and people management.

Core Competencies

- Software Project Management
- AMS Service Delivery
- Transition and Quality Management
- Design and Development of Software
- Optimization of organizational processes, framework and methodology of software projects
- People Management

Certification

PMP from PMI (#1578371)

Employment Details

Mar'19-till date: University of North Bengal

System Manager and Head, Centre for Information and Resource Management

Responsible for Managing the whole IT Infrastructure of the University, which includes prepare, design and execute University IT Roadmap; Implementation of University IT policies; Manage the development and maintenance of University websites, MIS modules, digital repository, learning platforms, local data center.

Mar'14 – Mar'19: RRRLE, Ministry of Culture, Govt. of India

System Manager

Primarily accountable for managing a team responsible for system design, coding, policy documentation, storage management and automation of Govt. of India schemes for National Mission on Libraries (NML) for development of Public Libraries of India.

Oct'12 – Mar'14: IBM India Pvt. Ltd., Kolkata

Program Manager - Service Transition and ADM 2.0 Roll-Out (Client: Cricket Communications)

Manage enhancement projects as a part of corrective and preventive maintenance; Track and Monitor Quarterly releases; Metrics reporting; Define and implement ADM framework with client; Define Metrics requirement and Reporting strategy in Steady state; Track and Monitor Service Transition (Incident/Problem/SR/CR Management); Capacity Planning and Process Improvement structure definition Financial Management definition and implementation; Initiate and execute PCR to the SOW

Project Manager - BI Unify Implementation (Client: Vodafone Netherlands)

End to end Project Management - Preparation of SOW; Creation of Staffing Plan and acquisition (along with cost); Detailed Project planning (milestones & schedule); Project execution and status update; Stakeholder expectation management; Deliver based on CMM level 5 QA requirements

Mar'09 – Sep'12: IBM Canada, Calgary

Onsite Service Delivery Lead – Onsite Service Delivery Lead (Client: Canadian Pacific Railway)

Delivery of support and enhancement activity of 100+ technologically diverse application - Incident and problem Management; SLA reporting; deliver quality work within minimal time; worked effectively across IBM and /or client organizations, disciplines and cultures to improve business results and contributed to the creation and use of common processes between organizations, disciplines and cultures; coordinated with all the stakeholders associated to raise the PCRs.

Team Lead & Onsite Co-coordinator – Software Development (Client: Canadian Pacific Railway)

Led the team and coordinated with client-business-team-vendors; Worked with CP and IBM solution architect to HLD design construction; Involved in preparation of component specification and low level design; Identified the cause and solution of the defects; Communicated with other teams, vendors and among team; Provided detail analysis of errors raised; Gathered and documented new requirements on change request; Managed the version for each UAT release and participated in team/customer meetings/workshops

Aug'07 – Mar'09: IBM India Pvt. Ltd., Kolkata

Advisory System Analyst (Client: Canadian Pacific Railway)

Design and development of software using C#, ASP.NET, SQL Server, Oracle, Crystal Report

Jun'06 – Aug'07: Anshin Software Pvt. Ltd., Kolkata

Sr. Software Engineer (Client: Nomura, Goldman Sachs)

Design and development of software using C#, ASP.NET, SQL Server, Ajax

Nov'03 – Jun'06: University of North Bengal

Information Scientist

Research and Development on Library automation using VB, ASP, Oracle

Education

MCA	University of North Bengal
B.Sc. (Statistics)	University of Calcutta
MLIS	IGNOU

Accolades

- Stood 2nd in the University in MCA

IT Skills

Software Products: C#, ASP.net, VB, SQL Server, Oracle PL/SQL, ASP, AJAX, JSON, Crystal Report, VBA
Tools: Rational Tools, Service Now, HPQC, MS Office

Membership

- PMI

Personal Details

Date of Birth:	8 th September, 1978
Languages Known:	English, Bengali and Hindi
Address:	Flat 4/2D, Parvati Garden, 357 Sarat Bose Lane, Birati, Kolkata - 700081