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| **Dipra** sanyal  160 Dr. M. N. Saha road, Shyamala Appt.  Chhatakol, Dumdum  Kolkata – 700074  Mobile – 9674000851  Email - Dipra.shomi@gmail.com |
| **Summary**:  I am a dynamic professional with 6 years of experience in People Management, Analytical thinking, Internal and External handling. I have also worked as a Trainer and Subject Matter Expert in my current role. I have been closely interacting with clients and helping them in managing our process, providing support with my various improvement ideas and proactively helping them out with probable risks and issues. I have simultaneously worked as a Floor Support solving queries of my team as well as other teams. |
| **Career Highlights:**   * Lean Six Sigma Green Belt Certified * More than 5 years of experience in People Management Skills as well as Workflow Specialist. * MBA in Finance with strong analytical, problem solving and client handling skills. * Strong written and verbal communication skills. * Sound knowledge in Basic Excel and Microsoft Power point. * Ability of finding out scope of Improvement and Automation. |

# Experience

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| december 2013 – March 2020workflow specialist, tata consultancy services  * Supporting my team in various decision-making scenarios. * Discussion of major key areas/KPIs (Key Process Indicator) such as Improvement required to meet the Quality Target, measures needed to maintain SLAs of every month, discussion of reduction in Third Party Dependencies (if there is any). * Scheduling of daily/weekly meetings with Clients and my manager to discuss various risks and issues of my process and team members. * Conducting of daily huddles with the team to discuss their issues and ways to deal with them. * Arranging sessions with other teams to help their specialists with better understanding of deliverables. * Daily reporting using the basic knowledge of Excel. |
| awards: I have achieved herculean technovition award for project automation in July, 2016. SKILLS : **Advanced excel** such as –  Pivot  Vlookup and Hlookup  Pie charts and Pareto Charts  RCA by fishbone method  Basic Tableau functions  **Microsoft PowerPoint** –  Preparing of power point presentations with multiple slides.   * Preparing of dashboards to highlight team performances using various graphs and charts. * Analysing the aged profiles by using Networkdays formulae. |

# EDUCATION :

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| WBse (10th standard) **School** – D.V. Girls’  **Year of Passing** – 2008  **Percentage** – 82.6% |
| wbchse (12th standard) **School** – D.V. Girls’  **Year of Passing** – 2010  **Percentage** – 72.5% B.Sc (Maths Honors) **College** – Dumdum Motijheel College (Science)  **Year of Passing** – 2013  **Percentage** – 45.5% MBA (Finance) **Institute** – ICFAI University of Tripura  **Year of Passing** – 2017  **Percentile** – 6 CGPA |

# declaration

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief. I undertake to inform you of any changes therein, immediately.