



Arnab Choudhury

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OPERATIONS MANAGEMENT & CONTENT DEVELOPMENT~ PROPOSAL MANAGEMENT ~QUALITY & AUDIT COMPLIANCE IIIII

Adept in Product Deployment & Delivery Management with track record in End-To-End Delivery Operations and Quality Assurance, System Analysis & Quality & Process Management, and Learning & Development. Targeting for challenging assignments in Content & Product Development, Process Management & Operations as in Senior Management.

CURRENT PROFILE

A result oriented professional with **more than 4 years** of experience in Process Management, Project Management & Monitoring Operations, Customer Service and Team Management. Sufficient experience in managing **process operations** with an aim to accomplish corporate plans & goals successfully. Resourceful at maintaining **relationships with clients** to achieve quality product and service norms by resolving their service related critical issues. Capabilities in **coordinating with internal/external customers** for running successful business operations and experience of implementing procedures and service standards for business excellence. An effective communicator with good relationship building & interpersonal skills.

Equipped with a high level of experience and expertise to manage a team involved in education service delivery, managing multiple center operations, managing multiple profit centre budgets, establishing and monitoring productivity goals, and leading cross-functional teams on key projects

Currently working as Operations Head, Project Management, Quality Assurance- Curriculum Development, Training & Delivery Management and support of partner centers in NSHM UDAAN SKILLS PVT. LTD. (Partner of NSDC).—(**From Feb 2014**)

PROFICIENCY FORTE

Operations Management: Executing service standards and guidelines that serve as benchmark for excellent service delivery thereby contributing towards ameliorated service revenue generation. Preparing & presenting various weekly/monthly MIS reports pertaining to process and productivity. Setting up targets, SOP & SLA, setting and maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets and involved in planning for the process.

Process & Content Management: Mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines. Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

Quality Management: Identifying root causes and effectively implementing corrective actions. Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning. Ensuring uniformity in the process understanding at the organization's end.

Proposal Management: Oversees all proposal activities, including directing proposal personnel, managing proposal schedules and deadlines, developing proposal outline and compliance matrix, and monitoring the progress of the proposal.

Customer Relationship: Mapping client's, identifying improvement areas & implementing measures to maximize customer satisfaction levels. Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.

Team Management: Managing team functions viz. manpower planning, induction, performance appraisal, training, etc. Leading & monitoring the performance of team members to ensure efficiency in process operations.

ROLES & RESPONSIBILITIES

- Providing Education delivery support to all centers across India.
- Assist the Capture/Sales Team Leader in managing and directing all proposal efforts and personnel
- Participate in the development and review of proposal strategies and themes, and manage the development of a Proposal Management Plan (PMP)
- Direct the creation and review of a proposal outline that will be used as a key document design and control medium
- Assist in analyzing the RFP/bid requirements against the proposal outline to ensure both compliance and responsiveness to the customer's issues and needs.
- Build the proposal compliance matrix and track the fulfillment of all requirements.
- Review completed storyboards and proposal sections to ensure requirements are adequately addressed and that customer page limits are not exceeded.
- Conduct regular proposal progress status meetings and maintain the proposal schedule.
- Develop a Pink Team (storyboard review) plan for the interim review and internal evaluation of the technical, management, and overall proposal approaches.
- Direct writing/editing/rewriting efforts, as needed.
- Work with the Volume Leaders to ensure inter-volume compatibility is achieved.
- Develop a Red Team plan for the final review and internal evaluation of the proposal.
- Ensure that appropriate Red Team comments are incorporated into the final proposal.
- Direct the Proposal Coordinator in all proposal development and production activities.
- Other reasonable and normal duties associated with the Proposal Manager position, as directed by the Business Development/Capture Manager/Proposal Center Manager
- Proposal & Bid Manager for Corporate companies and government projects.
- Handling Government projects.
- Content & Product development as per industry requirement.
- Course & Curriculum Development as per standards & quality norms.
- Student Database Management and SDMS operations management.
- Leading Channel & own center operations.
- Designing courseware as per NSDC guidelines.
- Center QMS audits to ensure high quality delivery standards.
- STAR Project Operations of NSDC.
- SDMS Maintenance & Data Uploading.
- Ability to optimize revenues, proper utilization of the assets, handling operations and people resources.
- Ensuring good quality education delivery in the centre, placements.
- Taking care of all the administrative issues in the centre.
- Ensuring Quality of Education Delivery by meeting the Norms of Delivery Parameters.
- Ensure Faculty Competency by providing Faculty Induction and planning Faculty Competency Development.
- Demonstrated skills in developing strategic plans & Standard Operation Procedures (SOPs) for overall product management in Program Deployment & Learning and Delivery Management.
- Responsible for developing succession leadership models, business focused training strategy, competency benchmarking to meet the competition.
- Managing Product Delivery Operations for alliances/partners.
- Ensure compliance in FCT, Methodology and Infra.
- Implement Special Technical initiatives rolled out by Regional & head office.
- Provide Support Visits to centers as per Norms.
- Maintenance and upkeep of various licensed software's as desired by the Organization policy without which smooth execution of education delivery will be hampered resulting in loss of accrued revenue and bad word of mouth. I was also the custodian of the same.
- Maintenance and upkeep of the Batch Files and other related documentation as desired by the Organization and facing both Internal and External Auditors in the same context.
- Imparting Consultation for Product Design, Delivery Milestones, Product Deliverable Component Readiness and Quality Check, Managing Delivery Operations basis Service Level Agreement (SLA) meeting Deadlines, Delivery Quality Check basis Product Policy and Ensuring Delivery Compliance, Liaising System Process Development, and Extending Customer Advocacy.
- Demonstrated skills in developing plans & Standard Operation Procedures (SOPs) for overall management in Program Deployment, Learning and Delivery Management, Technology Trainings, and Trainer Pool Management.
- Extending Consultation for Product Design, Delivery Milestones imparting to Product Specification Note (PSN).
- Liaising with the institutions and corporate to identify opportunities to maximize Skill Development at institution level, as well as responsible for exploring / identifying new business opportunities.

- Liasoning with NSDC and Sector Skill Council for affiliation and for monitoring high quality standards.
- PMKVY project execution all across the centers with end to end support and development.
- Implentation of School Projects in the state of Delhi, West Bengal, Telangana, Madhya Pradesh, Haryana.
- Natioanal Urban Livelihood Mission (NULM), program mangement across India.

SENIOR TECHNICAL INFRA ADMINISTRATOR CUM TRAINER IN NIIT

Roles & Responsibilities:

- Responsible for ensuring uptime in the integrated networking the centre along with providing network security.
- Responsible for Resource Management in terms of Network, Hardware, Software and Server.
- Responsible for conduct of Education Delivery Sessions and product methodology.
- Responsible for providing Technical Sessions for Hardware and Networking people as well as providing training to Higher Semester Batches of Management candidates.

Joined NIIT Hazra in 2012 as a IT Trainer, worked as as a Technical Infra Administrator- Technical Education Delivery Expert, Senior Faculty.

PROJECTS HANDELED

- Layer 3 Juniper Switch implementation and configuring it to various nodes of the centre.
- SLT (Synchronized Learning Technique) implementation programme in the centre for ensuring more effective Education Delivery.
- Deployment of Windows 8 and SQL Server 2012 .
- Completed Project Analysis on TCS Human Resource Department on Microsoft Sharepoint Software.
- Completed Analysis project on Bluetooth Technology, Adaptive Business Intillegence & Java Server Pages.
- NULM Training Execution support and quality maintainance.
- CSR Projects Execution support and quality maintaiance.

AWARDS & RECOGNITIONS

- Best Trainer of UNC- NIIT-2013.
- Employee of the Quarter-NSHM Udaan Skills Pvt. Ltd.-2015-16.
- Employee of the Year- NSHM Udaan Skills Pvt. Ltd.-2015-16.
- Employee of the Year-Operations-NSHM Udaan Skills Pvt. Ltd.-2016-2017.

TECHNICAL SKILLS

- Knowledge of SQL and RDBMS.
- Common Business Process (CBP) and Customer Relationship Management (CRM).
- Advance Excel.
- ADO.Net.
- C#.
- Hardware and Networking.
- Business Intelligence and Graphical User Interface (GUI).
- SAS Technology.
- Oracle 10g (Application Part).
- Android Technology
- Data Warehouse Concept.
- Operating System Windows XP, Windows 8 & Windows 7.
- Networking Fundamentals.
- Troubleshooting and Configuring Desktops.

EDUCATION & TECHNICAL SKILLS

- Completed Class 10 from C.B.S.E Board in the Year 2005.
- Passed Class 12th from C.B.S.E Board in the Year 2007.
- B.Com from Calcutta University in the Year 2010.
- Pursuing PGDBM from IMT Gaziabad (Last Sem).
- GNIIT from NIIT.
- Certified from Microsoft in SQL Server 2008.

PERSONAL DETAILS

Gender/Marital Status : Male/Married.
Date Of Birth : 23rd December 1988.
Father's Name: Mr. Apurba Kumar Choudhury.
Language Known: English, Hindi, Bengali.
Hobbies: Music, Cricket & Reading Books.

Date:

Place: Kolkata

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