

Moushumi B.

A certified professional with close to 12+ years of rich experience in Industry with IT majors serving overseas customer and also a certified experience in academic delivering training to students of various grades from secondary to degree. Hands on development rich experience in development projects, conducting and delivering learning sessions and creating labs for various technical environment in C/C++, Java, Python, windows, SAS, Data analytics, web services, etc,

WORK EXPERIENCE

DPGA- Navi Mumbai, Maharashtra

IB/IGSE certified Trainer

beGalileo Teacherpreneur,

ICT Facilitator

June 2016 to Present

I have been mentoring and training IBDP SL and HL students for Computer Science, C/C++, Python, Java script, Java and HTML, low level programming and digging deeper to understand students and their mindset to make the course more interesting and innovative and help them prepare for international diploma program so that they are eligible to apply to various foreign universities of their choice.

I have been teaching IGCSE computer science students for grades 8, 10th & 12t to help them prepare for board exams in C, Python, Java and have contributed as content curator and in development for the review and enhancing team of the Institution and have also been teaching ICT K12 curriculum as well. I am also tutoring after school math in an experiential mode of teaching to make math enjoyable to students. I am trained on IELTS and Business Communication awaiting certification. Tutoring delivering large batches on daily basis and conducting workshops on various technical aspects and environment for the students development.

Cognizant Technology Solutions(CTS)

Data Analyst: IT/ITES/Analytics L&D

Client: Novartis, AstraZeneca

Duration: April 2010 – Aug-2011

Worked in the life science domain for projects like Novartis and AstraZeneca.

Collecting and collating data as a part of pharmacovigilance team.

Reporting and preparing reports for compilation and assessments by US FDA.

Achieved level 1 SAS certification.

Wipro Technologies

Project Coordinator

Maharashtra June 2008 to Dec 2008

Project: AEGON Religare Domain BFSI

Monitoring of data feeds sent to AEGON from Citi is required. The feeds contain NAVs (Net Assets Values) for different funds which are processed and then transferred to AEGON (Client) . As these figures are necessary for AEGON for next day trades, monitoring is required to make sure that the feeds are delivered to AEGON on time and in case of any issues they should be addressed.

Platform:

Oracle 6i Reports Runtime Windows 2000.

Responsible for Analysis and Monitoring of Critical transition and migration project for one the largest Insurance house in the world from legacy systems to next generation platforms.

Responsible for working as a key contact point for escalation and co-ordination between the Project Directors and Managers.

Responsible for the coordination of Administration and MIS functions within the internal development and external Operational teams (Offshore, Onsite and near shore)

MIS reporting, report management on a daily, weekly and monthly basis.

Corporate client interactions with follow-ups and feedbacks.

The Key Results areas were Customer satisfaction, call closure norms like Response time / Resolution time for BAU.

Liaison with internal support managers and client for software metric and service level related requirement including data analysis and consolidation and improvisation of overall work.

Responsible for ensuring the timely delivery of the committed deliverable to the Client as per the SLA.

Collating Customer Satisfaction data and feedback and preparing team statistic report as per Client pre-set parameters.

Extracting and Generating Reports for strategic planning, trend analysis, forecasting, database management, handling escalations (hierarchical as well as client) and inventory tracking in IT environments for Statistical & Data Analysis and better decision making for Top Management.

Coordinating and conducting conference management Calls for the Business Office for middle to top level management from across various regional domains and time zones across internal and external clients.

Convergys India Services Ltd,

Technical Support Officer

Thane, India Department: Operations/ITES

Domain: Customer Relation Management (Telecom)

ISP (Internet Service Provider) based on ULL (Unified Local Loop Technology) /DSL (Digital Subscriber Line Direct)

Client: OPTUS Telecommunications - Australia.

Duration: June '06-April '08

- Responsible for resolving technical queries of the customers related to internet, basic networking and the applications provided to the customers
- Providing Billing information to the customer
- Responsible for achieving 80% customer satisfaction on an average
- The Key Results areas were Customer satisfaction, call closure norms like Response time / Resolution time
- Handled additional responsibilities of driving the Team of members and reporting of performance
- Coordinating with internal support managers and client for software metric and service level related requirement including data analysis and consolidation.
- Responsible for other duties as needed
- Preparation of preliminary input reports for enabling Management to analyze, and take timely decision, and provide qualitative and quantified data to the client.
- Participated in functions like R&R, Company Annual Parties.

Centre Manager/SME Trainer

Hardcore consultants - Pune, Maharashtra May 2002 to April 2005

- Responsible for the solicitation by contacting meeting associated with various targeted market segments within markets and to achieve personal sales goals.
- Responsible for counselling and educating students about the Industry related studies and roles and opportunities and enrolling for the industry driven courses offered by the Institute.
- Responsible for planning, attending and follow-up of trade shows marketplaces to develop sales leads and generate future business.
- Actively participated in the developments of academic projects mostly using Java as the Front-End.
- Research and identify potential convention and meeting business develop and maintain relationships with meeting planners, groups, organizations to generate leads/or group bookings.
- Coordinate and arrange site visits for potential business for markets.

Maintaining students and faculties databases

Maintain good rapport meeting venues and area attractions.

Directly supervises the activities of the sales team. This includes reviewing the results of activity in the previous week; ensuring that staff is on task, council and motivate staff when necessary to increase activity and productivity to insure all sales goals are met.

Responsible for the development and implementation of the marketing plan, sales strategies, objectives and special sales projects such as sales missions, and telemarketing.

Generic Skills:

- Excellent communication skills.
- Can work in team or individual.
- Like to Learn and Implement New Technologies and Advancements
- Strong Interpersonal Skill
- Strong Analytical Skill

EDUCATION

Masters in Computer Applications with 63% (First Class)

University of Pune - Pune, Maharashtra

B.Sc, Mumbai University

CERTIFICATIONS

PTTC

IB CERTIFICATION FOR COMPUTER SCIENCE

SAIBSA certified Delegate Present

Certified Digital Content Developer from Henry Harvin Education

SAS BASE LEVEL 1 certification(February 2012 to January 2014)

SKILLS / IT SKILLS

- JAVA
- MICROSOFT WINDOWS
- Content Writing
- Web Services
- Web Development
- Seo
- Wordpress
- Ms-Cit

ADDITIONAL INFORMATION

Computer skills

TECHNOLOGIES OFFICE AUTOMATION

- MS Office Package
- MS-Word
- MS-Excel
- MS-PowerPoint LANGUAGES
- HTML, DHTML
- Core Java, C
- Conceptual knowledge of Basic Networking
- Exposure to Oracle Reports, Crystal Reports 8
- Conceptual Knowledge of Data warehousing and Data mining
- Exposure to IT Infrastructure management such as MS Exchange, POP, Lotus Notes
- Strong Conceptual Knowledge of UML, OOPs, VBScript, Javascript, PHP,
- Familiar with Testing concepts, Procedures and tools.
- Familiar with Networking models like OSI and TC/IP and networking protocols
- Familiar with Managerial concepts like Operational Research, Trend Analysis.
- Exposure to SAP SD module SAPR/3
- Trained on Web Page Development
- Content Writing and SEO. OPERATING SYSTEMS
- Windows 95
- Windows 98
- Vista
- Windows 10
- Generic exposure to Unix and Linux OTHERS
- Quick to understand, master Client centric applications and apply new applications (depending on requirement)
- Understanding of technology with focus on delivering business solutions as a part of the dynamic organization.