**Satyajeet Bhattacharya**

satyajeet\_23@yahoo.com

 + 919849117609

** Profile Summary**

Diligent Technocrat, Planner & Visionary offering a progressive 15+ years of experience in managing all facets of Senior Management covering HR System Administration, Team Management, Business development, Quality management and Operational excellence.

Expertise in analyzing situations by using a systematic approach & taking business-critical decisions; planning & enacting improvement plans to align culture with the organization’s strategy, vision & objectives.

Deft in interpreting, managing data and developing procedures, strategies and conducting variance analysis to help the company standardize and accurately assess operational performance and strengthen internal controls and future planning.

Proven ability in striking excellent coordination with all involved divisions within the organization and aligning external stakeholders, clients, vendors & technology partners in line with targets & performance estimates for profitable business operations.

Proficient in handling HR Backend operations along with implementation of various techniques for improving the process operations along with cost effectiveness.

** Professional Experience**

**Sep 2016-Till Date: HSBC India Pvt. Ltd.|Sr.System Administrator-HR Ops**

* Led as a System Administrator working with Payroll, Talent & Performance Management & Taleo Team.
* Provided support for troubleshooting SAP payroll related techno functional issues & EC to ECPY replication related issues & advising business accordingly.
* Spearheaded various tasks of Talent & Performance Management including System configuration changes, Release Management, Reports, Incidents Management, Defect Management, Data Management, System Performance, Change Management & Cases management.
* Managed and maintained employee payroll records in SAP, auditing for compliance with company policy, procedures, and authorizations with cyclical deadlines.
* Responsible for pay rolling the employees, handling upcoming queries, and liaising with other departments as necessary.
* Produced month-end pay and HR Reports as well as assist in providing payroll information for statutory and tax audits.

**Core Competencies**

Team Management

Business Relationship Mgmt.

C-level Interaction

Strategic Alliance Management

Change Management

Process Excellence

Process Management

Goal Setting/Performance Metric

Best Practices Implementation

Cross-functional Communication

Risk Analysis & Mitigation

**Skills**

Excellent Relationship Management

Effective Communicator

Ability to perform under pressure

Team Leadership

Timely Reporting

On-time execution & quality oriented

Knowledge in Excel & Power point

Customer Handling Skills

ITIL Foundation

**Education**

**B. Com**• 2002

Allahabad University

** Personal Details**

**Date of Birth**: 29/01/1982

**Nationality**: Indian

**Languages known**: English, Hindi, Bengali and Telugu.

* Established and maintained a productive relationship with division contacts and internal staff in payroll, HR, benefits, and accounting, maintaining confidentiality always.
* Assists to develop more efficient, streamlined processes to eliminate manual work focused on automation.
* Registration and maintenance of employee data (e.g., new hires, changes, terminations, tax information, pension control)
* Performing any additional tasks, linked to the primary scope of the position.

**Oct 2015 to Jul 2016: Launch I.T India Pvt Ltd(Vendor of Microsoft) Team Leader**

* Managed a team of quality engineers/analysts who are tasked to identify& report technical defects, policy incompliance & Instability in windows application.
* Responsible to Assign the windows app to test & review as per policies, compliance & metrics of Microsoft Inc.
* Provided input to the test/inspect plan, defect/change management processes, systems integration, testing tools and processes
* Managed development of automated test tools/test frameworks. Developed an effective network of senior Architects / SMEs within DB
* Sustain best practice framework for defining, reviewing, and maintaining policies, procedures, and process documentation
* Improve individual performance of team members by focusing direct reports on performance goals

**Jun 2011– Sep 2015: United Health Group Sr. Quality Specialist**

* Supplement monitor allocation performed by quality vendor, focusing on individual support and coaching for low performing agents.
* Conduct coaching sessions with associates and provide feedback addressing client service performance, product knowledge and call productivity.
* SLA Tracking and Reporting and analysis of service delivery performance metrics.
* Assist Quality Assessment Manager in accessing and maintaining Witness Systems database.
* Assist in utilizing reporting tools that track performance at a department, team and individual level to measure quality rates.
* Perform ticket audits of each operations team, ensuring the proper documentation and workflow of service request per internal procedure.
* Conduct monthly calibration sessions with call center Team Leaders to develop scoring consistency and best practices.
* Produce reporting based on audits and offer suggestions, job-aids, etc. for improvement.
* Writes fundamental documentation in a clear, concise manner and according to standards.
* Utilize feedback from customers to facilitate improved quality of services being provided.
* Monitor and evaluate randomly selected calls to assess associates' service level standards and complete online evaluations of client calls

**Jan 2005– May 2011: Dell International Services Assistant Team Lead**

* Provided assistance/support to all Associates in their daily performance including scheduling, escalations, payroll etc.
* Approved, managed, and lead training for team members and Senior members.
* Prepared and presented performance appraisals for Customer Service Representatives on monthly basis.
* Challenged working methods and practices and provided creative solutions and clarity for associates.
* Responsible to support, coach and develop talent within in the team in relation to systems, processes and behaviour.
* Led by example, continuously and consistently motivate and manage a customer service team.
* Develop and maintain excellent customer focus. Identify and address day to day operational issues in line with ‘customer partner of choice’
* Act as point of contact in Team Managers absence.