



# Debashish Ray

## Experiences & Job Profiles

- **Organization : KLiK Infotech, Jalpaiguri**  
**Period:** July 2010 – till date  
**Designation:** Chief

Responsibility	Job Profile
<ul style="list-style-type: none"> <li>• Business Management</li> </ul>	<ul style="list-style-type: none"> <li>• Providing Information Technology and Information Technology related services to clients like organizations, banks, Government Offices, Industries, personal etc.</li> <li>• Involved in training computer technology.</li> </ul>

- **Organization : WNS Global Services & EXL Services, Pune (Off shore business unit of AVIVA, U.K.)**  
**Period:** March 2004- July 2010 (Feb 2004-Apr 2008 EXL Services, May 2008-June 2010 WNS)  
**Designation:** Project Coordinator (Project Management Office – WNS AVIVA) (Senior Customer Service Associate-EXL AVIVA)

Responsibilities with PMO	Project Management	Process Improvements initiated	Achievements	Trainings attended in AVIVA
<ul style="list-style-type: none"> <li>• MI management from entire AVIVA offshore business in India (Bangalore, Chennai, Pune and Noida) and Sri Lanka for senior leadership</li> <li>• SPOC (Single Point Of Contact) for IT, HR, admin for the team</li> <li>• Automation (software development) of reporting system of PMO</li> <li>• Implementation of ISO standards in the team</li> <li>• Coordinating seating allocation for Aviva BU in Pune</li> <li>• Coordinating in making Governance packs.</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinating setup of PMO from scratch</li> <li>• Deployment of ISO Standards in PMO team</li> <li>• Deployment of IBMI tool (Tracking Software) in IBMI team</li> </ul>	<ul style="list-style-type: none"> <li>• Automation of daily productivity &amp; analysis reports from India, Srilanka and U.K.</li> <li>• Remarkable reduction of time taken for recording daily incoming inventory by modifying the system on clients end at U.K.</li> <li>• Introducing system for efficient work allocation in the team in India</li> <li>• Introducing automated MI reporting system for senior leadership for process performance and service credit applicable in entire AVIVA offshore business (India and Srilanka and U.K.)</li> </ul>	<ul style="list-style-type: none"> <li>• Achievers Award for Best Initiative in Retail Conversion Process.</li> <li>• Supernova of the Quarter Award for Outstanding Performance in the process - Apr-Jun 2006</li> <li>• Spark Award – Central Processing Team for temperament, energy and attitude that helps spark other team members – March 2005</li> <li>• Certificate of recognition for taking extra initiatives for process improvements</li> <li>• Received many appreciation emails from client and suppliers at U.K. for solving critical cases.</li> </ul>	<ul style="list-style-type: none"> <li>• Team Bonding</li> <li>• Self Excellence</li> <li>• Business Writing Skills</li> <li>• Platform Skills</li> <li>• ISO Awareness</li> </ul>

<ul style="list-style-type: none"> <li>Coordinating skill mapping audits and seat mapping of Pune BUs</li> </ul>		<ul style="list-style-type: none"> <li>Training sessions on excel and basic computer awareness for the team members and other processes.</li> <li>Automation (software development) of many other reports used on day to day basis</li> </ul>		
--	--	---	--	--

- **Organization : Hi-Tech (Complete IT solutions), Gwalior.** (IT Service Provider)  
**Period :** July 2002 to Jan 2004 (1.6 years)  
**Designation :** Proprietor

Responsibility	Achievements
<ul style="list-style-type: none"> <li>Business Management</li> </ul>	<ul style="list-style-type: none"> <li>Successfully driven the business to profit level within a year of establishment</li> <li>Acquired market trend and annual maintenance contract from GKB Opticals Ltd. and other offices and industries.</li> </ul>

- **Organization : Cipla Ltd.** (India's Top Pharmaceutical Company)  
**Period :** Jun 97 to July 2002 (5.1 years)  
**Designation :** *Supervisor in Distribution and Administration (Assistant Depot Manager)*

Responsibilities	Projects
<ul style="list-style-type: none"> <li>Depot Management (Accounts, Stock, finance, labour, man power, dispatch, sales, promotion, etc at state level)</li> <li>MIS reporting</li> <li>Communicate with HO and business development team for promotional planning, effective utilization of resources and distribution management</li> <li>Planning targets and projections, business development activities with zonal and regional managers</li> </ul>	<ul style="list-style-type: none"> <li>Developed Application softwares for business development, projections, data analysis, easy day to day accounts and reporting</li> <li>Transferred to Indore, Jabalpur, and Patna for special tasks and to handle crisis management</li> <li>Establishment of Raipur Depot at Chattisgarh (when Chattisgarh formed)</li> </ul>

- **Organization : A.V.N. Tubes Ltd., Malanpur, Gwalior** (Manufacturer of Steel Tubes)  
**Period :** Apr 95 to Jun 97 (2.2 years)  
**Designation :** *Asst. System Analyst*

Responsibilities	Projects
<ul style="list-style-type: none"> <li>Making software for reporting and analysis for production, marketing, salary distribution and accounting</li> <li>MIS reporting &amp; Data analysis</li> <li>Smooth Sailing of day to day EDP work</li> <li>Team management</li> </ul>	<ul style="list-style-type: none"> <li>Developed software for Payroll system of the company.</li> <li>Developed software for production and sales.</li> <li>Developed application softwares for analysis and reporting purpose</li> </ul>

- **Organization : Crompton Greaves Ltd. (Transformer Div.), Malanpur, Gwalior** (Manufacturer of Heavy duty transformers)  
**Period :** Jan 95 to Mar 95 (3 months)  
**Designation :** *Programmer (on adhoc basis)*  
**Job Profile :** Development of automated application softwares (programmes) for the company on FoxPro platform.

- **Organization : Maruti Computer Centre, Gwalior** (One of prime Computer Institute of Gwalior)  
**Period :** Jun 93 to Jan 95 (1.7 years)  
**Designation :** *Instructor cum Asst. Programmer*  
**Job Profile :** Training and Programming on COBOL and Dbase as per project.

### Academic Profile

Education / Qualification	Institution	Year
<b>X</b>	Kendriya Vidyalaya, Gwalior	1989
<b>XII</b>	Kendriya Vidyalaya, Gwalior	1991
<b>P.G. Diploma In Computer Management (equivalent to PGDCA and DOEACC 'A' Level)</b>	Computer Point (India) Ltd, Gwalior	1993
<b>B.A Subjects – Economics, Geography and English Literature</b>	Jiwaji University, Gwalior	1994
<b>Diploma in Auto CAD</b>	Neeta Computers & Architects, Gwalior	1995
<b>Certificate course in Web Designing</b>	Computer Academy, Jabalpur	2000
<b>Diploma In Business Entrepreneurship And Management</b>	Entrepreneurship Development Institute of India, Ahmedabad	2002
<b>Corporate Trainings Attended - # Team Bonding # Self Excellence # Business Writing Skills # Platform Skills # ISO Awareness</b>	EXL / WNS	2004-2010
<b>Diploma in Mobile Repairing</b>	North Bengal Mobile Repairing Academy, Jalpaiguri	2013
<b>Certified Chip Level Computer Repairing Technology Engineer</b>	Siva Institute of Electronics, Guntur	2015
<b>Digital Marketing</b>	Google	2017
<b>Diploma in Export Management</b>	Pondicherry University, Pondicherry	Unable to appear for examination due to business transfers at Cipla Ltd.

### Computer Awareness since 1993 (competent to work on any platform)

- **Software development platform:** Basically a software engineer, worked with Dbase, FoxPro, COBOL, Basic, HTML, Java Script and spreadsheets (excel, lotus, calc, WPS spreadsheet etc.)
- **Information Technology Knowledge :** Wide experience of installation of different operating systems / softwares / hardware installations and installation of LAN and Wi-Fi on a wide official area.
- **Logical thought process knowledge :** Well developed Flow Charts and programming logic
- **Software programmes worked with:** Wide range of application software related to Graphics, office, disk management, data recovery, Auto CAD, Lotus Notes, Accounting and others. Confident to handle any kind of softwares on experience basis.
- **Systems (platforms) worked with:** DOS, Windows, Linux, Mainframe, Citrix, Novell, and Novanet.
- **Computer Hardware Knowledge :** Certified Chip Level Computer Repairing Technology Engineer, experienced solution provider for all kind of computer related issues.