

# SHEETAL MUKHERJEE

## Process Manager

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### Key Skills

- Project Consulting & Management
- Customer Relationship Management
- Process Quality Assurance
- Continuous Improvement / Six Sigma / Kaizen
- Business Continuity Planning
- Operations Management & Excellence
- People Management

An enthusiastic and high energy driven professional targeting **Senior Level Assignments in Consulting / Business Development** with an organization of high repute offering work profile preferably in **Asansol / Durgapur / Kolkata / West Bengal**

### Profile Summary

- ▶ **PGDBM in Marketing & HR** with nearly **5 years** of professional experience in **Operations, Consulting & Project Management**
- ▶ Implemented TQM (**Total Quality Management**) practices in the **dealership** with Tata Motors Pvt Ltd.
- ▶ Spearheaded operations for **Commercial & Private Segments** for a reputed Channel Partner of TML in **3 Districts**
- ▶ Managed accounts & orders for the **British Customers and** at various sites **across overseas (England)**.
- ▶ Certified **Microsoft Excel Expert** & a **Trained Body Language Analyst**
- ▶ Awarded **multiple times** as a **speaker on business presentations** with Jain College Bangalore & Institute of Chartered Accountant
- ▶ Assisted the client to upgrade its **HRIS from Oracle PeopleSoft to WorkDay** & **on-boarded US based employees**
- ▶ Hands-on experience in **SEO like Blogging, Content Creation, Google AdWords, AdSense, Link Building** & so on
- ▶ Skilled in **developing procedures, service standards and operational policies** & implementing effective control measures to improve quality, accuracy and reduce running costs for the clients
- ▶ Extensive experience in leading the **Six Sigma** projects with a proven track record of developing procedures, service standards and operational policies
- ▶ **Effective leader** with excellent motivational and employee engagement skills to sustain growth momentum while motivating peak individual performances

### Career Timeline





## Work Experience

Since Oct'18

### **(Tata Motors Pvt. Ltd. – Channel Partner) as Process Manager**

#### **Key Result Areas:**

- Spearheading respective back office teams to assist in attaining process excellence & efficiency
- Assisting Customer Support Team to resolve customer grievances **by analysing the gaps in the process**, and bridging the same & coordinating with the Parent Company – TML & dealership
- Implementing & interpreting policies executed by Tata Motors by regularly coordinating with the Top Level Managers of TML
- Preparing daily work management techniques adhering all norms under Tata Motors Ltd. for the adaptation of Kaizen (continuous improvement), a compliance used for **Six Sigma** in the organization

Jan'16-Jul'18

### **Anandam Education Society, Asansol as HR Administrative Officer**

#### **Key Result Areas:**

- Managed entire HR & Admin. solutions for the NGO

Apr'15-Dec'15

### **Infosys, Bengaluru as Senior Process Associate**

**Client:** British Telecom

#### **Key Result Areas:**

- Managed Global Accounts & entire database (ERP) of customers based in England
- Reviewed entire Global Accounts Database on a regular basis & managed international clients

Mar'14-Jan'15

### **Accenture Pvt. Ltd., Bengaluru as HR Specialist (US Operations)**

**Client:** Levis US HRIS

#### **Key Result Areas:**

- Conducted retention of the offshore employees & processed termination of disciplinary as well voluntary and time bound retirement

## Internship

- MyDeals247, Bengaluru as an Intern Digital Marketing Manager in 2013
- BBM at Loot India Pvt. Ltd., Mumbai as Store Manager in 2011



## Education

- PGDBM in Marketing & HR from Jain College, Bengaluru, EDII, Gandhinagar in 2014
- BBM in Marketing from M.S. Ramaiah College of Science, Arts & Commerce, Bangalore University, Bengaluru in 2012
- 12<sup>th</sup> from DAV Model School, Durgapur, West Bengal, CBSE in 2008
- 10<sup>th</sup> from St. Patrick's School, Asansol, West Bengal, ICSE in 2005

## IT Skill

- **ERP Packages:** Seibel, WorkDay & Oracle



## Personal Details

**Date of Birth:** 4<sup>th</sup> Apr'1989

**Languages Known:** English, Hindi & Bengali

**Current Address:** Flat No. 1D 401(HIG), Anahita Housing Complex(HIG),  
Rajarhat - 700135, Kolkata, West Bengal