



SAMIT ROY

KNOWLEDGE MANAGEMENT LEADER | CONTENT STRATEGIST | CONTENT ANALYTICS

More than 17 years of experience in Program Management focusing on knowledge and content – designing strategies to implement knowledge experience processes. Successful track record of leading projects in cross-functional and global teams.

Executive Profile:

- Experience in engaging with global partners and business for collaborative projects and identifying knowledge solutions
- Capable of organizing and executing projects that contribute to the organization's KM strategies
- Skilled in handling the concepts, processes, and policies to facilitate the process of knowledge capture and organizing content
- Proficiency in using various channels of communication to facilitate knowledge exchange

CONTACT:



samroyit@gmail.com



+918073498199



<https://www.linkedin.com/in/samit-roy-353b1130>



Arna Meadows, A-110, 1st Floor,
Tejaswini Nagar, Tejaswini Nagar
Road, Bengaluru - 560076,
Karnataka

EDUCATION:

Master of Computer Application

MVJ College of Engineering, Bangalore,
Visvesvaraya Technological University,
2001 – 2003

Bachelor of Science – Computer Science

P.E.S. College, Bangalore, Bangalore
University,
1996 – 1999

PROFESSIONAL EXPERIENCE

May'18 – Mar'22: Accenture Services Pvt. Ltd., Bengaluru as Knowledge Management Leader

Responsibilities

- Architect content management strategy including identifying priorities, knowledge gaps, developing action plan to address gaps
- Define ways to improve the knowledge experience aligned to practitioners' needs and organization's priority areas
- Define knowledge delivery strategy by understanding content usage data, content penetration trends, site adoption and then building meaningful content activation programs

Highlights: Accenture Services Pvt. Ltd.

- Designed events to enable on multiservice offerings and socialize GTM assets via content promotion, videos, engagement activities
- Transformed KM's perception of a support function to a strategic enabler
- Collaborated with the organization's L&D ecosystem to ensure the content Practitioners are finding is current, engaging, and meaningful

Sep'15 – May'18: Hinduja Global Solutions, Bangalore as Assistant General Manager, Knowledge Management

Responsibilities

- Growing the Knowledge Management practice to make it scalable and responsive to the needs of the organization. Includes KM training/awareness across locations and Operations.
- Understand existing KM systems and processes and make improvements
- Define and embed KM in Operations lifecycle
- Work with stakeholders to improve content aligned to business priorities by creation of concise, user-centered knowledge and enforce standards pertaining to content creation
- Effective governance of content flowing, and being replicated in KM site
- Conduct audits and perform quality control of knowledge assets
- Drive the right culture for increased collaboration
- Create, analyze, and report on metrics to measure the contribution, reuse, and success of knowledge management initiatives
- Work with IT/Technical teams to enable various processes to improve KM practices

Highlights: Hinduja Global Solutions

- Accelerated sales and business operations of client-facing teams by providing them with curated content, best-in-class BPM practices
- Demonstrated tangible value to the business by significantly improving internal efficiency

Jun'13 - Jul'15: Wipro Technologies, Bangalore as Manager, Knowledge Management

Responsibilities

- Create awareness of KM principles and practices and help build KM brand within Wipro Consulting community by promoting various KM tools and techniques
- Embed KM in consulting lifecycle right from project initiation to project closure
- Define and institutionalize KM processes
- Activity reporting reports on activities in KM repositories
- Establish and optimize the organizational knowledge management mechanism, so that everyone can easily access and use the business knowledge, and make contribution to organizational knowledge database bottom up
- Help facilitate content creation: Case Studies, Solutions, Best Practices, Reusable Components, Tools, Templates, Checklist, etc.
- Develop taxonomy / tagging system
- Effective governance of content flowing in KM site
- As a content manager, responsible for crafting site promotions, email newsletters, and online outreach campaigns
- Supervise Content, Community Collaboration to implement best practices
- Help facilitate people-to-people connect through webinars, promote role-holders like Experts, Product Managers, Practice Partners etc. and their achievements via newsletters etc.

Highlights: Wipro Technologies

- Holds the credit of receiving the Keystone Award for liaising with Consulting Practices to rearchitect and rebuild the knowledge ecosystem of the consulting business

Jul'11 – May'13: Huawei Technologies India Pvt. Ltd., Bangalore as Knowledge Manager

Responsibilities

- Understanding the business issues and taking logical steps to implement knowledge management for long-term strategic and competitive needs of the company
- Interacting with clients and gathering requirements from users for KM-related initiatives
- Encouraging knowledge creation process through the diverse perspectives from various individuals and teams
- Assisting the organization in extending the KM culture via adopting the best practices and organizing / sharing the right knowledge

Highlights: Huawei Technologies

- Liaised with Senior Leadership, Practice Partners & Heads to understand their KM challenges and accordingly developed and implemented tactical and strategic plans
- Worked in close coordination with teams from Information Security, Business Process, IT Applications, and onshore KM teams to ensure effective deployment of KM solutions
- Holds the credit of receiving the Excellent Knowledge Management Practitioner recognition in the Global Huawei KM Awards for institutionalizing effective KM practices in the Bengaluru R&D center

Jul'07 - Jul'11: Accenture Services Pvt. Ltd., Bangalore as Knowledge Management Specialist

Responsibilities

- Managed and maintained the KM Portal and facilitated the contribution of the people to the Knowledge Sharing Platforms - Discussion Forums / Groups, Blogs, Wikis, etc.
- Handled the following activities in relation to the Communities of Practice (CoP):
- Scheduled calls
- Organized communications and drafted supporting material
- Monitored attendance and suggested changes in the program to keep the CoP Members closer
- Conducted audits and performed quality control of knowledge assets
- Generated statistical reports and carried out in-depth analysis of knowledge and collaboration tools traffic
- Defined scope of work, estimated effort for workload management, suggested ideas for process improvements and provided additional inputs to add value

Highlights: Accenture Services Pvt. Ltd.

- Acted as the primary point of contact for Knowledge/Knowledge Management Systems related solutions to meet business and community needs
- Holds experience in driving collaboration in Communities of Practice Groups through different tailored programs/initiatives

Apr'07 - Jun'07: Fugo Creative Pvt. Ltd. (A sister concern of Sirius Connect Pvt. Ltd.), Bangalore as Content Writer

Responsibilities

- Designed and formulated content by gathering information from Subject Matter Experts on the client's end through interaction
- Processed data into various formats and short reports

Highlights: Fugo Creative Pvt. Ltd.

- Helped in the implementation of the organization's first knowledge portal in order to identify and source resources to improve processes that maps with the organization's objectives
- Served as a senior member of the Knowledge Management Think Tank and developed / contributed ideas to make the web content effective

Dec'04 - Mar'07: Sirius Connect Pvt. Ltd., Bangalore as Proofreader (Content Services)