

# SUDIP KUMAR SAHA



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A highly accomplished professional with strong work ethics, is offering 22 years of extensive experience in Program & Project Management, Strategic Planning and Delivery Management is seeking a vertical shift to a role as a Senior Program Manager/IT Transformation Lead.

## **ROLES ENGAGED IN:**

- Delivery Unit Lead for SI/AO Engagement
- Innovation Architect
- Senior Data Architect
- Program & Project Management
- Product Development Manager
- Capability Development Manager

## **CAREER OVERVIEW:**

- Result driven professional with 22 years of IT & Business Leadership experience in Client Relationship Management, Business Development, Strategic Transformation and Delivery Excellence across Insurance & Communication & Media technology industries with expertise in managing Large and Complex deals with P&L responsibility, managing troubled projects, transformation initiatives and setting up Agile Delivery models for new accounts.
- Lead multiple engagements under Pega & SuccessFactors Solution Factory serving multiple clients for Communication and Media, Resources industries
- Played the role of Innovation Architect & Offerings Manager for Application Services for Oracle.
- Strategic thinking & Focus on execution combined with Strong Operations management & People Leadership - areas covered include IT Solutions, System Integration, S/W Products, Enterprise Application development & maintenance, IT Outsourcing/Offshoring.
- Insightful experience in program/delivery management activities including scoping, estimation, planning, risk management, finalisation of specifications, resource administration and quality management.
- Domain expertise in verticals like e-Governance, P&C and Health Insurance, Telecom BSS & Natural Resources
- Significant experience of working with Customers, Project Managers and Technical Teams for securing & executing concurrent projects. Refer to annexure for project details.

## **EMPLOYMENT CHRONICLE:**

Accenture India Pvt. Ltd	Senior Manager	March 2006 – Till date
Oracle Financial Services Software	Consultant	Nov 2005 – March 2006
LogicaCMG	Consultant	June 2004 – Oct 2005
Apex Technologies	Tech. Lead	June 2001- June 2004
CMC Limited	Software Engineer-SI	May 1997 – May 2001
UBEST	Software Engineer	Feb 1997 – Apr 1997
CMC Limited	Trainee Engineer	Jan 1996 – Jan 1997

## **KEY SKILLS:**

- Program & Delivery Management of Cloud & SAS Product Implementation
- IT Transformation & Automation using AI & ML
- Data Architect (Master, Legacy & Big Data) & CDP
- Agile Delivery with DevOps
- Team Building & Leadership
- Oracle Database Management, PLSQL, SOA

## **DOMAIN KNOWLEDGE:**

- eGovernance, Insurance (Life, Property, Casualty, Motor & Health), Geo-Scientific Studies & Telecom

## **CERTIFICATIONS:**

- ITIL V3 Foundation Certified
- Certified Delivery Unit Lead for SI & AO Engagements by Accenture
- Oracle Certified Pre-Sales and Sales Consultant for Oracle ERP & EPM Cloud 2018
- Post Graduate Course in Applied Computer Science from CMC Ltd. (A Govt. of India Enterprise) in 1995
- Post Graduate Diploma in Computer Application from Institute Of Computer Engineers (India) (ICEI) in 1994.
- Bachelor of Science with Honours from University of Calcutta in 1992

## **TRAININGS:**

- Trained AO & SI Solution Architecting by Accenture
- Advanced Data Architecture
- Value Driven Program Management by Accenture
- Trained on Project Management, Quality Management Processes and Client Relationship Management in Accenture
- Agile Project & Program Management Methodologies
- SOA by IBM
- Managed Health Care (Individual & Group), Indemnity Product & TPA Products
- Data warehousing Life Cycle with insight of popular ETL and OLAP tools
- Insurance Training (General and Life) from Apex Technologies

## **PERSONAL PROFILE:**

Date of Birth: 7<sup>th</sup> July 1970

Address: Flat 3B, Debojyoti Apartment  
BB/23, Deshbandhunagar, Baguihati  
Kolkata - 700059, West Bengal, India.

Passport No: Z4621034 Valid till 9<sup>th</sup>. April 2028

## ANNEXURE

### **PROJECTS HANDLED:**

#### **Organization: ACCENTURE**

Mar 2018 till date

**Role :** Delivery Unit Lead

SAP SuccessFactors Solution Factory for Energy and Utility sector

Team Size: 100+

#### **Project Description:**

SuccessFactors Solution Factory for Energy and Utility sector is an initiative from Accenture where multiple client engagements (SI & AO) are delivered from offshore through a Shared Development Unit.

#### **Responsibilities:**

- Successfully delivered several large, complex, global SuccessFactors implementations.
- Presently handling more than 10 projects.
- Accountable for Delivery excellence, Fulfilment & People Management for 10 contracts and leading the resource pool of 100+ FTEs across multiple global locations
- Contribute in strategic direction and execute to grow the SuccessFactors Practice with in Industry vertical.
- Streamlining the delivery processes, taking up Client Value Creation initiatives to increase cross sale and increase sale for existing clients.

#### **ORGANIZATION: ACCENTURE**

Aug 2017 - Feb 2018

**Role:** Delivery Unit Lead

Designation: Senior Manager

Project Name : Accenture Internal

Team Size: 250+

#### **Project Description:**

Pega Solution Factory for Communication and Media Technology is an initiative from Accenture where multiple client engagements (SI & AO) are delivered from offshore through a Shared Development Unit

#### **Responsibilities:**

- Managing multiple client accounts and overall ownership of the delivery and Single Point of Contact (SPOC) for the delivery unit spread over multiple locations.
- Accountable for Delivery excellence, Fulfilment & People Management for 10 contracts and leading the resource pool of 250+ FTEs across multiple global locations
- Contribute in strategic direction and execute to grow the Pega Practice within CMT Industry vertical.
- Streamlining the delivery processes, taking up Client Value Creation initiatives to increase cross sale and up sale for existing clients.

#### **ORGANIZATION: ACCENTURE**

Apr 2015 - Oct 2017

**Role:** Senior Development Manager

Designation: Senior Manager

Project Name: OCBIS - eGov & GeoScientific Applications

Team Size: 70+

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**Project Description:**

One of the major public sector organization in India responsible for geo-scientific studies have vast volume of non-digital and digital data needed to be stored, archived, managed and disseminated in an efficient, cost effective manner hence set a goal of full-scale IT transformation covering it's core functions as well as e-Governance Services.

**Responsibilities:**

- Managed account with USD 40 Million of SI and AO revenue
- Responsible for end to-end delivery of a large e-transformation project as Sr. Delivery Manager in GeoScientific and eGovernance Domain.
- Accountable for P&L, Delivery excellence, Vendor Management, Fulfillment & People Management for this complex SI & AO Program and leading the resource pool of 70+
- Played the role of Lead Data Architect for OLTP, MDM, Unstructured Data Store using Polyglot model.

**ORGANIZATION: ACCENTURE**

Apr 2012 - Feb 2015

**Role:** Development Manager & Innovation Architect

Designation: Manager

Project Name: Accenture Internal

Team Size: 50+

**Project Description:**

The Oracle AO Everywhere Program is initiated to develop a new framework for Oracle AO and build Intelligent Tools and assets to  
Reduce costs and stabilize environment through exceptionally reliable delivery  
Increase value through continuous optimization of operations  
Drive innovations to materially improve the business

**Responsibilities:**

- Managing the intelligent tools & asset development team for Oracle of Products e.g. EBS, PeopleSoft, Siebel & SOA.
- Conceive innovative ideas and architect new assets and tools to improve Selling, Solutioning & Delivery of AO deals.
- Business development, technical proposal preparation, direct client interactions, technical solution design

**ORGANIZATION: ACCENTURE**

Apr 2012 -Jun 2013

CLIENT: Telecom Billing Product Company

**ROLE:** Service Delivery Manager

Designation: Manager

Project Name: BNB

Team Size: 15

**Project Description:**

Accenture helped the organisation to setup a Delivery Centre in Kolkata by providing capacity service.

**Responsibilities:**

- Define the project scope, solution & estimation.

- Developing a competency of Telecom Billing Products within Accenture.
- Weekly status report to Delivery Unit Lead, Client's Delivery Unit Lead
- Managing & mitigating risks & resolving issues.
- Monitor performance of team. Performance improvement and appraisal of team members.

### **ORGANIZATION: ACCENTURE**

Nov 2009 – Mar 2012

**Role:** Delivery Manager

**Designation:** Manager

**Client :** Largest Telecom Company in The Netherlands

**Project Name –** GLAS

**Team Size:** 220

#### **Project Description:**

As part of the journey for Next Generation Services, Accenture is helping the organisation in GLAS(Optical Fiber) Retail (CRM Customer) with the strategic approach of attracting new customers and increasing the retention "lock-in" of existing customers through the introduction of more Multi Play Bundles products. The Accenture team structure for this project is divided across several capabilities, i.e. Cordys (Orchestration), Siebel (Order and Service Management) and FMW team (Integrator for Billing).

#### **Responsibilities:**

- Implementing Managed Delivery model & Standard Industrialization initiatives.
- Implement Process and Productivity Improvement Initiatives
- Define the project scope, solution & estimation.
- Define and manage sprint schedule and capture Agile Metrics.
- Establish communication between client team and offshore team.
- Weekly status report to Delivery Unit Lead, Client team & End Client.
- Build and manage Project Plan, Staffing plan.
- Managing & mitigating risks & resolving issues.
- Monitor performance of team. Performance improvement and appraisal of team members.

#### **Environment:**

- Siebel 8.0, Cordys 4.2, OBIEE 10g, HP Service Desk, HP Quality Center, MSPS
- Project Highlights
- One of the show case projects of Accenture where Distributed Agile Project management methodology is successfully implemented.
- Recipient of Accenture SIP award winner for Defining the "W" Methodology to Implement Managed Delivery for Distributed Agile.

### **ORGANIZATION: ACCENTURE**

Nov 2008 - Oct 2009

**Role:**Project Manager

**Designation:** Associate Manager

**Project Name –** AROE

**Client :** 4<sup>th</sup>. Largest Steel Company in USA

**Team Size:** 22

#### **Project Description:**

This Steel Producing Company has appointed Accenture for renewal of their existing Order Entry application. As a part of application renewal process Accenture has cleaned up and standardize UIs, applying specific forms design principle and enhance User experience. Also applied coding

standard, modularized and optimized the code, removed the dead / brittle code to improve the health of overall system. Accenture is also prepared high level Technical Designs document.

Responsibilities:

- Define the project scope, solution & estimation.
- Define and manage project schedule.
- Establish communication between client team and offshore team.
- Weekly status report to supervisor, Client team & End Client.
- Build and manage Project Plan, Staffing plan.
- Managing & mitigating Risks & resolving issues.
- Review and ensuring the quality delivery to the client.
- Monitor performance of team. Performance improvement and appraisal of team members.

Environment:

Oracle 9i, PI/SQL, Oracle Forms 10g/Report 10g, Oracle AS, Rational Clear Case/Clear Quest.

Recognitions:

- **Received 7 on 7 for Client Satisfaction**
- **Received Accenture Blue Book award for Delivery Excellence**
- **Recognized for Delivery Excellence in Accenture News Letter**

**ORGANIZATION: ACCENTURE**

Jan 2007 – Nov 2008

**Role:** Onshore Lead/Project Management

Designation: Associate Manager

Project Name - Finstar

Client: 7<sup>th</sup>. Largest P&C insurance company in USA

Team Size:50

**Project Description:**

This Insurance Company's Vision is to define and implement a common operational and financial management information platform (people, process, technology) that will significantly improve their ability to organize and report information for managing their business. The common platform will be the "single source of truth" for management information. The Merlin (Data Warehouse) and Reporting scope of work includes two releases of technology upgrades and optimization, a Foundation release – incorporating initial financial modules for analysis and reporting, and an End State release – incorporating the end state general ledger and other financial modules, new source feeds and processes, and a full update of all current financial and management reporting.

Responsibilities:

- Confirming and refining Accenture's role in application development & outsourcing stream.
- Review & validate effort estimation, FRS, SRS, HLD, LDM.
- Define and manage project schedule.
- Establish communication between client team and offshore team.
- Weekly status report to supervisor & client team.
- Review and ensuring the quality delivery to the client.
- Monitor performance of team. Performance improvement and appraisal of team members.

Environment:

Oracle 9i, PI/SQL, Informatica 8.1.1, Business Object X, ESSBASE, HP Unix, Control M.

Project Highlights

Recognitions:

Recognized as best project in Finance domain in Accenture for the year 2008.

**ORGANIZATION: ACCENTURE**

Mar 2006 – Dec 2006

**Role: Data Modeler/Insurance SME**

Designation: Associate Manager

Project Name: Malhuer – Microleap

Client : One of the largest Insurance Company in Germany

Team Size: 40

**Project Description:**

The purpose of the project is to meet the following basic functionalities:

Global standardization of Underwriting processes which includes generation of quote, Policy agreement, Policy Administration & Services.

Responsibilities:

- Customer & Channel Partner Creation.
- Integration with third party rating engine & Posting data for GL Accounting.
- Responsibilities:
- Interacted with the onshore BAs for understanding the requirements and provided domain knowledge to the development team.
- Responsible in creating Logical & Physical data model.
- Participate in Design Reviews and Code Reviews.
- Managing team of 10 developers developing the persistence module.

Environment:

Oracle 9i, Kodo, Java, JSP.

**ORGANIZATION: Logica CMG**

Jun 2004 – Sep 2005

**Role: Project Leader**

Designation: IT Consultant

Project Name : Largest Insurance Brokerage Firm

Team Size: 15

**Project Description:**

This was an application outsourcing engagement for one of the largest Insurance Brokerage Company. The application was designed to facilitate the Managements to cross analyzed from the different perspectives defined, this project provides insight to their decision making and planning process. This system was able to manage and keep track of their agents productivity in terms of bringing in new policyholders, commission paid, premium collected, manpower and quality of business done by agents. The key processes are streamed lined and automated using ETL tools and OLAP tools for higher productivity and cost effectiveness.

Responsibilities:

- Plan and coordinates the activities of the development team, in conjunction with the client and stake holders, in order to deliver a complete, tested work packets that meets all stated requirements on time and within budget.
- Acted as the Lead Business Analyst and have an overall understanding of the system. responsibility included present weekly status report to the Executive Sponsor, create and maintain project-related artifacts (WBS, risk register, decision log, etc.) that allow him/her to keep the project on track. Gather status, identify new risks, and mitigate those risks from the team on a regular basis.
- Solve problems escalated by the team. Escalate issues where appropriate. Plan the detailed execution of the work in conjunction with the area Leads and communicate that plan to both management and the team. Participate in regular customer status calls.

Environment:

Oracle 9i, Informatica 6.1, Business Object, PL/SQL, SQL Loader, Unix, shell script Windows 2000.

**ORGANIZATION: FIRST APEX**

Jul 2001 – May 2004

**Role:** System Design

Designation: Application Designer

Client : 3<sup>rd</sup>. Largest Life Insurance Company in Singapore

Project Name–Distribution Channel Management System

Team Size: 40

**Project Description:**

DCMS(Distribution Channel Management System) is the in house project for Great Eastern Hoardings. This project is being developed with collaboration with IBM international, and being developed in both Singapore and Malaysia. The DCDM is designed to maintain and manipulate data of distribution channels (agents, agencies and broker, Bank Assurance) that sells the policies of G.E Life insurance for their Singapore, Malaysia and Brunei offices. The system stores the details of all the policies sold by the channels and also the agreement details. Based on statistics available, system performs batch & online process to calculate various types of commissions and generates the performance reports.

**Responsibilities:**

- Job included understanding of the business process along with the designing of the system.
- Database designing, Drawing process flow chart, System Functional Model preparation, User Interface designing, Preparation of Program Specification, Test specs and System Integration testing etc
- Mentoring a team of developers by providing them technical support.

**Environment:**

Designer 2000, Developer 6i, PL/SQL, Oracle 8i, Oracle 9iAS, PVCS, Used IBM's IAA model.

**ORGANIZATION:CMC Limited**

APR 2000 – May 2001

**Role:** System Design

Designation: Designer

**Team Leader** )

Project Name – WINGS (Web enabled Insurance (General) System)

Team Size: 5

**Project Description:**

WINGS is an application targeted to enhance productivity of the higher offices of an Insurance Company by providing on-time availability and analysis of information. Traditionally basic business data for the insurance companies are generated at the front offices while analysis of that data is done at the higher-level offices. WINGS will make detailed business data available at higher-level offices for analysis and decision-making. At the same time it will also generate the regular statutory reports. Availability of basic business data will eliminate the delay between generation of data and analysis of the same.

**Responsibilities:**

- Was involved in requirement analysis & design of the ETL module. I was also responsible to lead a team who are involved in development of said module.

**Environment:**

Oracle 7.3, Oracle 8i, Developer 6 (Forms 6, Reports 6, Graphics 6) for Windows 98, Discoverer 2000.

**ORGANIZATION: CMC Limited**

May 1997 – Mar 2000

Team Member

**Role:** Designer/ Developer

Designation: Module Leader

**Project Name:** GENISYS – General Insurance System

Team Size: 25

Project Description:

The software product GENISYS developed by CMC limited for Non Life Insurance sector. GENISYS provides a complete Insurance solution to cover all the requirements of an operational office viz., Underwriting, Accounts and Claim processing. The product support back office operation such as generation of trail balance, balance sheet and assorted MIS report.

Responsibilities:

- Study, analysis and design of basic data structures, development of user interfaces and Implementation of Marine Cargo, Marine Hull & General modules.
- Have designed & developed the Data Archival & Restoration utility for the above said system.
- Have also involved in implementing this software throughout the country.
- Imparting User training and Support Preparation of User Manual for Marine Cargo Department.

**ORGANIZATION: UBEST**

Feb 1997 – Apr 1997

**Team Member**

**Role:** Developer

Designation: Application Developer

Project Name: Customer Care and Billing System

Team Size: 20

Responsibilities:

- Development of various user interfaces and transactions of Packaging Module.

**ORGANIZATION: CMC Ltd**

Jan 1996 – Jan 1997

**Role:** Developer

Designation: Application Designer

Project Name: PPC & FMC

Team Size: 40

Responsibilities:

- Was involved in customer interaction, system study, analysis, system requirement document preparation, design, development, debugging and documentation.