

SANDEEP CHATTERJEE

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PROFILE SUMMARY

Seasoned Process Specialist with 12+ years of global expertise aiding users and businesses across diverse industries. As an experienced Change Manager, I have a strong track record of overseeing end-to-end change processes in alignment with ITIL best practices. I specialize in ensuring that Requests for Change (RFCs) are properly assessed, documented, and executed—whether internally or through third-party vendors—while maintaining compliance and minimizing risk. As the single point of contact for process governance, I lead CAB/TAB meetings, manage stakeholder expectations, and serve as an escalation point for process violations. My focus is on driving continuous improvement, maintaining up-to-date documentation, and ensuring consistent execution of change across the organization. With a keen eye for operational efficiency and a collaborative approach, I enable organizations to implement change confidently, effectively, and with minimal disruption.

EXPERIENCE

Change Manager

Apr 2025 – Present

CGI

Bengaluru, KA

- Ensure that all approved Requests for Change (RFCs) are accurately documented, complete, and properly registered.
- Identify changes involving third-party vendors where the vendor retains execution ownership.
- Evaluate and reject infeasible or non-compliant RFCs.
- Serve as the single point of contact (SPOC) for all process-related queries and escalations.
- Plan, coordinate, and facilitate Technical Advisory Board (TAB) and Change Advisory Board (CAB) meetings.
- Collaborate with vendors to track execution progress while ensuring adherence to industry-standard compliance requirements.
- Hold end-to-end accountability for all aspects of the Change Management process.
- Drive continuous process improvement initiatives to enhance efficiency and effectiveness.
- Oversee the success, compliance, and performance of change management activities across the organization.
- Develop, document, and maintain process workflows, policies, and procedures.
- Provide guidance and direction to Change Management roles and stakeholders.
- Ensure standardized and consistent application of the change process organization-wide.
- Act as the escalation point for any process deviations or violations.
- Align process performance with stakeholder expectations, maintaining transparency and functionality.
- Keep all related documentation current and aligned with organizational needs and compliance standards.

Major Incident Manager

Nov 2023 – Mar 2025

CGI

Bengaluru, KA

- Validate and subsequently accept/reject any incident proposed as a Major Incident.
- Act as the main point of contact for all information about the major incident.
- Lead/drive/facilitate/coordinate all activities for the major incident, including incident bridges and communication to stakeholders and end users.
- Analyze and validate impact of the incident with client and/or support teams.
- Monitor and coordinate the evolution of the incident.
- Ensure that correct support team(s) is assigned to and working towards resolution of the incident.
- Facilitate troubleshooting effort and engage additional support as required, including vendor support.
- Initiate administrative and technical escalations as required.
- Communicate the evolution of the incident to necessary stakeholders (As per agreement with the Service Delivery Management group and Client).
- Communicate evolution of the incident to the necessary stakeholders (As agreed with the Service Delivery Management and Client)
- Facilitate and coordinate bridges/war rooms as required.
- Document all activities performed w.r.t the major incident, including actions taken to troubleshoot and resolve and ensure a chronological list of events is available for problem investigation.

- Confirm resolution of incident with business and relevant stakeholders.
- Prepare MIR report and do a warm handover of MI to problem management for RCA.

Technical Process Specialist

Oct 2020 – Nov 2023

Infosys BPM Ltd.

Bengaluru, KA

- Supported a wide range of technical tools and products, including Microsoft Windows OS, Microsoft Office 365 Suite, SharePoint, Active Directory, VPN clients, Citrix VDI, PKI, and PingID Identity & Access Management.
- Consistently achieved a high first-call resolution rate of 90% and above for all incoming incidents, while maintaining SLA compliance.
- Received positive feedback from customers and stakeholders for providing exceptional service and support, resulting in increased customer satisfaction scores of above 85%.
- Enhanced the onboarding process by coaching and training over 20 new hires and process executives on service desk products and procedures.
- Enhanced incident management by implementing best practices, cutting response time from 2 hours to 30 minutes, and accelerating resolutions.
- Identified areas where self-service solutions could be implemented to reduce repetitive support requests, thereby improving operation efficiency.

Senior Executive

Oct 2015 – Jun 2020

247.ai

Bengaluru, KA

- Programming and Troubleshooting credit card terminals & point of sale(POS) systems like Verifone, Pax, Ingenico, First Data.
- Captured troubleshooting procedures, actions, and resolutions for future reference via the ETC (Electronic Ticket Capture) tool.
- Maintained a consistent track record of handling a substantial volume of 250+ weekly inbound customer calls, successfully resolving issues and addressing concerns related to payment processing while maintaining the SLA.
- Provided floor support, supervision, and coaching to more than 50 new hires, ensuring a smooth transition and promoting their proficiency in job responsibilities.

Mark-Up Conversion Executive

Mar 2014 – Jul 2015

Learning Spiral Pvt. Ltd.

Kolkata, WB

- Efficiently extracted, verified, and converted an average of 500 RTF/HTML files per week to XML/ePub formats for numerous large-scale publishing projects, ensuring accurate data transformation and meeting project timelines consistently.
- Performed quality assurance checks and ensured that all data underwent validation of formatting and error detection before publication, leading to a 95% and above accuracy rate and alignment with industry standards, regulatory requirements, accessibility guidelines, and metadata standards.

Software Engineer

Nov 2011 – May 2012

UshaComm India Pvt. Ltd.

Kolkata, WB

- Effectively managed the source code and configuration of 3 core software applications simultaneously, demonstrating proficiency in utilizing code versioning tools such as GitHub to ensure seamless collaboration and efficient development workflows.
- Offered comprehensive assistance to development teams, guaranteeing that code modifications and configuration enhancements remained current, achieving an alignment of 95% and above with organizational standards.

Associate - Direct Tax

May 2010 – Nov 2011

PricewaterHouse Coopers

Kolkata, WB

- Delivered exceptional technical support to the US Corporate Tax Team, ensuring the seamless and efficient functioning of vital tax applications, resulting in a 99.5% and above application uptime and a 20% increase in team productivity.
- Effectively upheld PwC's security policy by rigorously maintaining security controls, policies, and procedures, resulting in a 100% compliance rate and a strengthened security posture.

EDUCATION

West Bengal University of Technology

Kolkata, WB

Master of Computer Applications

Aug. 2006 – July 2009

AWARDS & RECOGNITION

Ideation Campaign Champion: Received an award from the Infosys Knowledge Management Team for winning the Ideation Campaign, recognizing exceptional contributions to knowledge sharing and innovation.

Best Agent Award: Received the prestigious Best Agent award by 247.ai for demonstrating outstanding performance and customer service excellence.

TECHNICAL SKILLS

Programming Languages: Java

Databases: MySQL

Web Development: HTML/CSS, Javascript, MVC Architecture

Code Versioning Tools: Git

ITIL Ticketing Tools: ServiceNow

Softwares: Microsoft Office Suite

SOFT SKILLS

Communication and Interpersonal Skills

Leadership and Team Management

Client Relationship Management