

SUJAY GHOSH



Date of Birth : 1st. November, 1970
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✓ **Academic Qualifications**

SL. NO.	EXAMINATION	BOARD/ UNIVERSITY	YEAR OF PASSING
1.	SECONDARY	W.B.B.S.E.	1987
2.	HIGHER SECONDARY	W.B.C.H.E.	1989
3.	B.SC.	CALCUTTA UNIVERSITY	1993

✓ **Professional Qualifications**

- *Advanced Diploma In Systems Management (ASM)* - NIIT, Calcutta.
- '*ECommerce*' - Cybersoftec, New Delhi.

✓ **Skill Sets**

- Operating Systems - Dos, Windows 7
- Languages/Scripts - SQL, HTML, JavaScript.
- Applications – MSOffice Suite, QuarkXpress, Adobe Photoshop, ImageReady, Macromedia Dreamweaver, RoboHelp, JIRA.

✓ **Work Experience**

(I) Working as **Lead Content Writer** with **eRevMax Technologies Pvt. Ltd.** Kolkata
[22/10/2007 till date]

Responsibilities-

- Prepare/review the **user/system manuals for desktop, mobile & touch applications, release notes, sales handbook, fliers, eShots, marketing collaterals**, and **PR campaigns** as per the defined guidelines and requirements.
- Manage, review and update corporate website content, in-house newsletter, inserts, and corporate policies like HR, PCI Security Compliance etc.
- Liaisoning with external translation agencies for maintaining corporate website in multiple foreign languages.
- Interact with stakeholders and gather requirements in terms of content development for preparing **Requirement Definition Documents**.
- Provide content for corporate presentations/brochures.
- Initiate process improvement and maintain quality records and ensure compliance to process standards.
- Understand customer needs and meet their expectations.

- Cooperate with team members for achieving team goals and objectives.
- Active participation in problem solving and decision making.
- Supporting multiple scrum teams.
- Implemented/customized JIRA with Agile for requirement management, project status report, scrum & release calendar for the entire organization.

Awards & Recognition: Leadership Excellence Award (2008)

Core Team Member: Sports & Cultural Committees, Fire Marshall.

(II) Worked as [Head-Content and Development](#) with **Agriculture Today**, New Delhi [11/06/2007 till 28/09/2007].

Responsibilities-

- Content editing.
- Evaluating and guiding a team of Reporters.
- Visualizing entire content layout of websites and external publications.
- Interaction and interfacing with various Government bodies and PR agencies.

(III) Worked as [Project Manager-Media](#) for **Comperio Research (IMG/TWI group)**, New Delhi [18/08/2003 till 26/04/2007].

Responsibilities-

- Looking after KPO Operations.
- Interacting with global clients to facilitate effective operations.
- Optimum resource utilization for smooth running of the operations.
- Internal quality management and benchmarking with industrial trends.
- Secondary Research – web based.
- Vendor management.
- Organizing various training programmes for the team members.
- Developing internal systems and processes for effective work flow management.

(IV) Worked for "**Cressanda Solutions**" as [Content Manager](#), New Delhi. [01/03/2000 till 10/08/2003]

Indigenous Projects – www.delhi123.com, www.mumbai123.com, www.amritsar123.com, www.hyderabad123.com, www.bangalore123.com

Responsibilities –

- Co-ordinating with marketing, design and content teams to implement new tasks.
- **Web Design** - Webpage designing, HTML page creation and image processing.
- **Website promotions** - Search Engine submissions, Newsletters, Feedback maintenance.
- **Market Research** – Analyzing & monitoring the competitive portal's performance.
- **Testing** software modules.
- **Supervision** of Data Operations & Transaction Processing (Back Office).
- Content planning, management and co-ordination.
- 'Defect Tracking Sheet' preparation for backend/frontend of portals and co-ordinating with the *Core Development Team*.
- Content categorization.
- Taking care of backups from local as well as ISP servers.
- Email administration.
- Work flow management & system development.
- Measuring performance & job quality through process development.
- Managing independently a team size of ten.

Overseas Projects –

1. Client – **Mycity Networks (USA)** – US based city centric portal.

Responsibilities - **Webpage Creation** for *www.mycity.com*, Content Management, Data Administration, for a period of 6 months.

2. Client - **United Services Limited (UK)** – UK based insurance company.

Responsibilities - Supervised entire back office operations for a period of 1¹/₂ years.

(V) Worked as **Center Manager** for **M/S. SRIJANI Vocational Training Centre**. New Delhi. [01/07/97 to 16/01/2000]

Responsibilities -

- a) Content management.
- b) System maintenance.
- c) Troubleshooting.
- d) Imparting training & development.
- e) Revenue generation.

(V) Worked as **Software Executive** for **M/S. PROJECTS & SERVICES Management Consultancy**. New Delhi. [05/04/97 to 06/06/97]

Responsibilities -

- a) Data segregation.
- b) MIS reports.
- c) Peripheral maintenance.
- d) Managing staff & daily administrative jobs.

(VI) Worked as a **EDP Executive** for **M/S. SAF- FERMION Ltd.** Kolkata [10/11/95 to 15/07/96]

Responsibilities -

- a) Generating Reports in Foxpro.
- b) Maintenance of the EDP software.

Hobbies : Sports, Music, Reading, Trekking.

Awards : Leadership award from eRevMax Technologies Pvt. Ltd. (2008)