Anindo S Ghosh

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OBJECTIVE

Accomplished in leading Business Resilience at Wipro Limited, I spearheaded transformative strategies, enhancing operational efficiency by embedding advanced resilience frameworks. My expertise in budgeting and cost control, coupled with a proficiency in leadership, has significantly improved customer satisfaction and operational savings. Renowned for driving digitization and automation, my strategic vision aligns with key business objectives.

SKILLS

- Proficient Leader
- Budgeting and cost control strategies
- Cost analysis and savings

EXPERIENCE

April 2022 - Current
General Manager & Head of Business Resilience Wipro Limited | Kolkata

- Role Overview: As a General Manager & Head of Business Resilience, Wipro Ltd
- I am accountable for transforming Business Resilience program and providing thought leadership towards embedding Business Resilience concepts in Wipro's global operations
- Program Management (Budgeting, Resourcing and Governance)
- Global Framework Implementation (ISO 22301:2019)
- Digitization, Automation and Creating blueprint for Ai Journey
- Risk & Crisis Management
- Developed and implemented operational strategies to improve efficiency, reduce costs and maximize customer satisfaction.

July 2017 - April 2022
VP & Head of Business Resilience Services Accenture

- Role Overview: As a VP & Head of Business Resilience Services for Accenture Technology Services, India I was responsible for maintaining compliance of all Technology projects in India spread across 7 locations with more than 100K employee base
- Compliance to regulatory requirements for India
- Developing BCM strategies for new centres in India
- Account and Site Specific BCM plan development, maintenance and exercising
- Running BCM operations with a team of 27 resources
- Driving training and awareness program for Technology business in India
- People management, Performance management and career planning
- Cultivated relationships with key stakeholders, including customers, vendors, and partners.
- Developed strategic plans to align business objectives with the company's long-term goals.

February 2013 - June 2017
Sr. Associate Vice President BCM EXL Service

- Role Overview: In the role of Sr. Associate Vice President BCM, I was responsible for Business Continuity, Disaster Recovery and Incident Management program for EXL delivery centres globally
- Assisted in the development of long-term strategic objectives for the company.
- Implementation of BCM framework and Policy administration
- Compliance to regulatory requirements for all Geographies
- BCM Solutioning & Consultation to all new and existing clients
- Internal & External Stakeholder engagement
- Cross geography recovery plan development for complex business portfolio

- Account septic and Enterprise Resilience and continuity testing and exercising
- In the role of Sr
- Associate Vice President BCM, I was responsible for Business Continuity, Disaster Recovery and Incident Management program for EXL delivery centres globally
- Accomplished following big-ticket Initiatives for the Organisation
- Aligning & Implementing ISO22301for EXL delivery centres in India, Philippines and South Africa
- Developed Business Continuity policy and procedures for EXL

December 2006 - January 2013
DGM Business Continuity Management IBM Global Process Services

- Role Overview: As Deputy General Manager, Business Continuity Management, I was responsible for Business Continuity, Disaster recovery and Incident management program for IBM Global Process Services India and Philippines Operations in coordination with Global BCM team
- Governance and Oversight to ensure Implementation of the BCP, Incident management across IBM Global Process Services, India
- Compliance to regulatory requirements and internal IBM policies
- Providing support to all Business Unit on BCM life-cycle activities
- Conducting BCP rehearsals, DR Tests, Evacuation drills
- Developing crisis management procedures
- Managing internal and external BCP audits
- As Deputy General Manager, Business Continuity Management, I was responsible for Business Continuity, Disaster recovery and Incident management program for IBM Global Process Services India and Philippines Operations in coordination with Global BCM team

In the role of Delivery Project Executive - Job responsibilities included

- Delivery interface for transitioning new campaigns
- Manage profitability and Revenue of the account
- Managing contractual metrics deliverables
- Managing and mentoring the quality and workforce management team
- Manage headcount Planning
- Demonstrate thorough grasp of quality procedures and techniques (audit plans/ process improvement projects etc.)
- People development and create management pipeline
- Provide effective business solutions
- Analysing customer satisfaction surveys
- Monitoring implementation of all audit processes and security standards
- Escalation management

February 2005 - November 2006
Manager Operations Infosys BPO Ltd.

- Role Overview: As a Manager, Operations under telecom domain, I managed a multi-dimensional/skill project - Inbound, Outbound and Data with a span of 158 FTEs and 3 sub processes
- Meet all KPIs & KRAs
- Facilitating the training department in updating and improving training modules
- Managing staffing, rostering, scheduling
- Process performance measurement and track requirements used in day to day operations (quality/turnaround time/ productivity/ abandon rates

etc.)
- Knowledge and understanding of various reporting requirements (templates/ frequency etc) sufficient to generate accurate reports and highlight issues
- Complaint handling and procedures to resolve and/or escalate relevant issues
- Implement and maintain quality procedures and techniques (audit plans/ process improvement projects etc.)
- Hiring Associates
- People Management
- As a Manager, Operations under telecom domain, I managed a multi-dimensional/skill project - Inbound, Outbound and Data with a span of 158 FTEs and 3 sub processes

December 2003 - January 2005
Analyst, Purchase Practices ACS of India PVT. LTD.

- Role Overview: As an Analyst, Purchase Practices, I was part of the Transition team - Process Validation & Improvement
- Auditing Purchase contracts to identify and capture errors
- Constant follow up with buyers to rectify erroneous purchase contracts
- Translating purchase contract to evaluate dollar savings
- Handling a team of five FTEs for their productivity, quality and savings
- Monthly & Quarterly Purchase reporting to internal & external stakeholders
- As an Analyst, Purchase Practices, I was part of the Transition team - Process Validation & Improvement

EDUCATION

June 1998
MBA
Barkatullah University

July 1996
Graduation | BSc Hons.
Banaras Hindu University

May 1992
10 + 2
St. Michael's High School

May 1990
10
St. Michael's High School

STRENGTH

- Strategy
- Managing multicultural, globally spread diverse teams
- Fast learner
- Creative Mind is the source of innovation

CERTIFICATIONS & TRAININGS

- Dual CBCI (Certified from the Business Continuity Institute, UK)
- Business Continuity Certified Planner (BCCP, BCMI, Singapore)
- Accelerated Management Program, MDI, Gurgaon
- BS25999 orientation from BSI
- ISO 22301:2012 Lead Implementer
- Affiliate BCI Member

DEVELOPMENTALTRAININGS

- 7 Habits – Leadership Capability building
- Leading for Performance – Leadership capability building
- Finance for Non-Finance – Financial management concepts
- Enterprise Risk Management
- Introduction to Program Management
- Basic Blue for emerging Leaders, IBM
- Management orientation from NID, Ahmedabad

PERSONAL INFORMATION

- Passport Number: Z7047667
- Date of Birth: 12/13/74

ACTIVITIES AND HONORS

- Passionate actor
- Passionate musician

ACCOMPLISHMENTS

1. Won an award in the "Best Short Film" category at the Cineverse International Film Festival, Needwood, Burton
2. Owner of Spotify and iTunes channels with my written and composed songs

LANGUAGES

English: First Language

English: C1

Advanced (C1)

REFERENCES

References available upon request.