

DEBARCHANA SARKAR

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A performance-driven professional with 6 years of successful experience in Data Analysis, Trading, Strategy testing, Team Building and Team Management, Project Management and Project Delivery, Handling Client issues and escalations, Administration, Client Handling, Product training. Above 7 years experience as an educator, content writing and auditing, Mentoring, Extensive doubt solving, team management, extensive communication with students and the parents, developed interpersonal skills like problem solving, critical thinking, innovation and conflict resolution.

- Professional Expertise -

- **1.5 years experience in working Byjus as academic specialist in learning and development field, extensive experience in dealing projects related to content enhancement, content creation and auditing, product efficiency to meet client satisfaction.**
- **Mentoring students, Training parents about the product and interface.**
- **Experienced in auditing and reviewing peers' work and giving feedback and conducting necessary training.**
- Strong Problem Solving ability, 3 years experience in handling internal and external client training, client queries, escalation and delivery of excellent client service.
- Real Time Data (Reuters Feed)/Thomson One Equity & Derivative Market Trades.
- **Extensive working knowledge with RIC (Reuters Instrument Code), Thomson One, Bloomberg Terminal and real-time data.**
- **Above 7 years of experience in managing, administrating and conducting various intra and inter school programs, exhibitions, training.**
- **Extensive experience in communicating and counselling students as well as with parents.**
- **Completed Bachelor in Education (BEd) in 2017.**
- Data Analysis and quality enhancement to exceed clients* expectation.
*Internal Stakeholders, Data Account Managers
- Proven ability to handle high profile clients effectively.
- Proven ability of problem solving skills, Leadership, Supervisory
- Excellent communication & presentation skills.
- Extensive working experience over VBA Macros and advanced Excel.
- Formulation and Back Testing of trading strategies on Excel.
- **MSc in Botany with specialization in Microbiology from Calcutta University.**
- Extensive Trading Experience in International and Indian Markets Derivative Markets.
- Qualified **NISM-Series-I Currency Derivatives Certification** Examination.
- Qualified BSE's **Certificate on Derivatives Exchange** Examination.
- **Excel Expert Certification from FinIdeas.**

CAREER SYNOPSIS

- Academic specialist in the learning and development department, content creation and delivery, educator, mentor, trainer in Byjus.
- Confident Trader and Research Analyst encompassing strategic planning, establishing & managing key account relationships, data mining & analysis, and project planning, executions, coordination & follow-ups.
- Confident and dynamic Senior content Analyst (in Thomson Reuters India Pvt Ltd 2007-2011) & Business solution provider with experience encompassing strategic planning, establishing & managing key account relationships, data mining & analysis, and project planning, executions, coordination & follow-ups.
- Successful delivery of process training and mentoring juniors and documentation.

- In depth knowledge of equity stock trading, Derivative trading, National Stock exchange (NSE), Bombay Stock Exchange (BSE), MCX, MCX-SX, Australia Stock Exchange (ASX), Sydney Future Exchange (SFE), and Singapore Stock Exchange (SGX), Comex, CME, Eurex, LME.
- Proactive leader, deft at planning and execution to ensure that things are as per the set plan.
- Planning project (cost effective, headcount saving), working with development team for implementation
- Facilitate team with in depth knowledge to achieve organizational aim, increase productivity & enhance employee morale.
- Quick learner, with an ability to easily grasp and put into new ideas, concepts and methods. Dedicated, innovative and self-motivated team player/builder.
- Exceptional presentation, communication, interpersonal, analytical, and problem solving skills. Thrive in both independent and collaborative work environments.
- Proficient to work and perform under high pressure, diverse environments and contribute positively to organizational growth and profitability.

CORE COMPETENCIES

Team Handling

- *Extensive working experience in supervising the team during client escalation, data issues and outages.*
- *Leading team to achieve business and cost targets monthly basis.*
- *Leading team to provide best customer solution and achieve customer satisfaction.*
- *Leading team to identify and implement automation projects.*

Project Management

- Planning, Monitoring and Implementing project activities ensuring completion of the same within time.
- Coordinating with the project team for effective delivery of solutions keeping all parameters in consideration.
- Analysing client's requirement (Both internal and external), understanding business requirement and providing best possible solutions.
- Coordinating with the business and development team for the entire project cycle from conception to final submission with the necessary support, suggestion and quality checks.

Training and Development

- Product training to clients.
- Content creation, auditing and delivery
- Delivered process training to new joiners and documentation.
- Delivered overall process training and dataflow to other departments and stakeholders.
- Delivered basic stock market training.
- Documentation of process maps, new venue or project related changes and training the team and stakeholders.
- Deliver Process Training on-site and abroad (Beijing) for Business Continuity Plan

Administration

- Keeping record of teams training and development schedule. Producing user friendly documents for team members and training them on best practices.
- Administration intra and inter school examination, exhibitions and competitions.
- Handling data related queries and issues from client for the English speaking markets of Asian region (Singapore Stock Exchange, ASX, National Stock Exchange of India, Bombay Stock Exchange etc)
- Providing the best solution to the clients by understanding the requirement and raising it to the development team and suggesting and helping them to provide the best solution to the client.
- Worked upon various implementation plans related to cost saving projects and database enhancement.
- Setting up and maintaining documentation and standards.

PROFESSIONAL EXPERIENCE

Byjus Think and Learn Pvt LTd Academic specialist (Oct,21 to Apr, 23)

Responsibilities:

- Teaching and mentoring students.
- Communicating with clients(parents) to address their query and to train them about the process and product.
- Content editing, auditing and delivery.
- Regular communication with parents to address their query and give them training on the product and services.
- Auditing and reviewing peers' works and giving feedback.
- Working with the content team to enhance the content, auditing content.
- Weekly interaction and feedback meeting with parents.
- Internal projects for service improvements.
- Doubt resolution for students and peers.

H.M Education Centre Assistant Teacher (Jul,17 to Sep,21)

Responsibilities:

1. Class Teacher ship for classes 9 and 10.
2. Role of housemistress.
3. School coordinator for national level inter-school competition, examinations and exhibitions.
4. Cultural coordinator

Aditya Academy Secondary, Barasat Assistant Teacher (Nov, 2014 to March, 2016)

Responsibilities:

- Class teachership for class VIII.
- Co-curricular activity coordinator.

PROFICIENCY FORTE AS A SCHOOL TEACHER:

1. Critical thinking
2. Patience
3. Communication
4. Organization
5. Imaginative thinking
6. Leadership
7. Teamwork
8. Time management
9. Technological skills (Excel, word, power point)
10. Conflict resolution

Energetic India Private Ltd, Kolkata Trader and Research Analyst (Jan 2012 to April 2014)

Responsibilities:

- Trading on International and Indian Derivative Markets.
- Building Strategy, back testing the Strategy.
- Training clients about the product dynamic levels.
- Data analysis and Data mining.
- Observing and participating in various qualitative research.
- Automating lengthy work processes.

Application Development & Enhancement

TECHNICAL

- ⇒ Visual Basic for Application (VBA)
- ⇒ Advanced Excel, Macro coding

Key Projects Handled:

Project Title	:	Combination files for Spread Trading Base Metals.
Tools Used	:	VBA, Bloomberg Excel
Project Title	:	Combination files for Spread Trading Base Metals.
Tools Used	:	VBA, Bloomberg Excel
Project Title	:	Daily Profit-Loss Statement Report
Tools Used	:	VBA, Bloomberg Excel
Project Title	:	Intraday Trend Identifier for Global Market
Tools Used	:	VBA, Bloomberg Excel
Project Title	:	Real-time Graphical Representation of Open Interest for Derivatives
Tools Used	:	VBA, Bloomberg Excel
Project Title	:	Strategy Testing and Historical Trend Analysis for Nifty and Bank Nifty
Tools Used	:	VBA, Bloomberg Excel

THOMSON REUTERS INDIAPVT LTD., BANGALORE
Senior Market Analyst (Dec 2007 to 2011)

Responsibilities:

- Senior representative of central database management, data related issues.
- Managing equity related product.
- Handling various client queries and escalations related to product or data.
- Data analysis and Data mining
- Designing Training Plan and Training Schedule, delivering training and documentation
- Designing data enhancement programs in terms of objective, budget and timelines.
- Observing and participating in various qualitative research.
- Worked jointly with the development team, Business Analysts and Data account managers to link research data to internal metrics in order to formulate plans and forecast business outcomes.
- Supported senior team in cultivating long-term relationships with the appropriate decision makers.

Accomplishments:

- Successfully got the central database administrator's role in addition to my regular responsibility as Market Analyst role within 1 year time.
- Received Appreciation from the organisation.
- Received appreciation from higher management for dedication and service driven-ness towards smooth completion and launch of the project.
- Received Reuters recognition points for successful accomplishment of major projects.
- Received Reuters recognition points again for excellent client services.

- Received Excellence in Driving Customer Satisfaction Award.
- Received nomination award for Hall of Fame Q2 2010.
- Receiving regular appreciation from team members for helping them out from various project related issues.
- Successfully got Senior Content Analyst role.

Projects Handled:

IFFM (InFeed File Maintenance) Projects,data automation projects

BSE F&O IFFM,NSEFuture IFFM,USE Future IFFM, ASX equities IFFM,ASX Indices IFFM,NSE equities IFFM,SFE F&O IFFM

Role: Identified and raised the scope of data automation to the development team, co-ordinated with various teams and stake holders to identify the best possible solution with no Risk, designed the project specification and requirement, worked as the backend support and testing on database through out the life cycle of the project.

Achievement: Awarded with Fast Forward and Above and Beyond award points.

Migration Projects

GQS (Global Quote System) Migration for Australia Stock Exchange,Trading platform change for ASX (ASX24),Trading platform change for Philippines Stock Exchange,SFE migration from STQS1 to STQSJ,Dhaka Stock Exchange migration from MCD to TQS(Webgrabber support),

Role: Co-ordinated with various teams and stake holders to identify the best possible solution with no Risk, designed the project specification and requirement, worked as the backend support and testing on database through out the life cycle of the project, leded the team DBA team with appropriate knowledge sharing and guidance during the testing phase and implementations.

Achievement: Awarded with Fast Forward once again

Supporting New Venue/Data

GQS (Global Quote System) Migration for Australia Stock Exchange,SGX-ST - American Depository Receipts listed in Singapore Stock Exchange,Support of NZX milk future,Support of Call Price for Callable Bull/Bear Certificate for KLSE,Singapore Mercantile Exchange(SMX),India Commodity Exchange(ICEX),United Stock Exchange of India(USE),Support of Technical Analysis RICs for Asia,Support of new contracts for SGX-DT & SICOM, Commodity Exchanges,Support of combination RIC for NSE & BSE,Support of currency derivatives for NSE,BSE,MCX,GQS (Global Quote System) Migration for Australia Stock Exchange,,Support of TMC RICs for Australia (on going),CHI-X Australia (ongoing),

Role: Coordinated with various teams and stakeholders to identify the best possible solution with no Risk, designed the project specification and requirement, worked as the backend support and testing on database through out the life cycle of the project, leded the team DBA team with appropriate knowledge sharing and guidance during the testing phase and implementations.

Accomplishment: Awarded with Certificate of Excellence for Improved Customer Support

Other Important Projects

- *Data Health Monitoring (DHM Implementation) worked for creation and set up of DH< RIC for Asia (ETI & Non-ETI)*
- *Holiday DBOR: Handling Holiday DBOR for Aisa (ETI)*
- *BCP Project : delivered on site training in Beijing for ETI BCP project plan for BLR Central DBA & Australia.*
- *Fee-Liable PE changes ETI Asia.*
- *MDI (Market Data Integration) Project for Bursa Malaysia Stock Exchange, Indian Stock Exchanges ,Australia and New Zealand Stock Exchange*
- *DT Change for ETI Asia.*

PROFICIENCY FORTE

Application Development & Enhancement

TECHNICAL

- ⇒ Visual Basic for Application (VBA)
- ⇒ Advanced Excel, Macro coding
- ⇒ Basic knowledge in SQL

FUNCTIONAL

Application Development & Enhancement

- ⇒ Interfacing with clients for business gathering, conducting analysis; developing technology roadmaps; finalising technical/ functional specifications & high level design documents for the project.
- ⇒ Designing, reviewing and freezing the technical architecture of the application.
- ⇒ Contributing to the design, development, testing, troubleshooting and debugging of the software.
- ⇒ Ensuring smooth implementation and testing at client location.

Providing post-implementation, application maintenance and enhancement support to the client with regard to the macro.

Business Analysis

- ⇒ Coordinating Business/ System/ Requirement Analysis sessions for understanding client's business processes.
- ⇒ Suggesting appropriate as well as technology-based solutions for enhancing functional efficiency of the organisation and achieving business excellence.
- ⇒ Interacting and building relationships with clients.
- ⇒ Expertise in preparing various documents such as Process flow, Software Requirement Specification, Business Requirement Document etc.

Key Deliverables

- ⇒ Monitoring project activities ensuring completion of the same within time and budgets.
- ⇒ Conducting project assessment and feasibility determination.
- ⇒ Steering multiple automation projects based on clients' (internal) requirement.
- ⇒ Liaising with onshore stakeholders and ensuring requirements are understood and communicated.
- ⇒ Establishing smooth relations with key business staff to ensure that information descriptions are built up.
- ⇒ Conducting requirement study, handling design, development, testing, integration, troubleshooting and debugging of the software application.

- ⇒ Using VBA (Visual Basic for Application) to automate manual procedure MS Office Tools (Word, Excel, etc.)
- ⇒ Providing training at department level on VBA.

Major Attainments:

- ⇒ Merit of having received numerous clients (Offshore and Onshore) Appreciation.
- ⇒ Highly appreciated by top management for delivering exemplary performance.
- ⇒ Successfully reduce FTP for the team and department.

Key Projects Handled:

Project Title : Holiday Maintenance master file
Tools Used : VBA, MS Excel

Project Title : Settlement updates automation for SICOM
Tools Used : VBA, MS Excel,

Project Title : Expiry Schedule maintainer
Tools Used : VBA, MS Excel

Project Title : Automations for NA Derives
Tools Used : VBA, MS Excel

Project Title : Comparison of BID/ASK and updation automation for ASX
Tools Used : VBA, PPPRO

PROFESSIONAL QUALIFICATIONS

- **BEd**, Acharya Nagarjuna University (2017)
- **MSc (Botany)**, Calcutta University (2007)
- **BSc (Botany)**, Calcutta University (2005)

PROFESSIONAL CERTIFICATION

- Visual Basic Application facilitated by Thomsonreuters.
- NISM-Series-I Currency Derivatives Certification.
- BSE's Certificate on Derivatives Exchange.
- FinIdeas Certification of Excel Expert

TRAININGS ATTENDED

- Financial Markets globally
- Visual Basic Skills
- Presentation skills
- Excel Advanced
- SQL preliminary

COMPUTER PROFICIENCY

- MS Word, MS Excel, MS Access
- Advanced knowledge in VBA
- Preliminary Knowledge in SQL

PERSONAL PARTICULARS

- Date of Birth: 26 Aug 1983

- Languages Known: English, Hindi and Bengali
- Permanent Address:Khushboo Appartment,41 Golaghata Road,Kolkata 48