
PROFILE SUMMARY

Experienced Project Manager with a strong background in SaaS implementation, client services, and operations. Proven track record of successfully leading projects from conceptualization to launch, ensuring seamless client onboarding, and surpassing expectations. Adept at driving cross-functional teams and leveraging agile methodologies to deliver high-quality results within budget and timelines. Passionate about optimizing processes and fostering strong client relationships. Seeking opportunities to apply my expertise in driving project success and contributing to organizational growth.

EXPERIENCE

COGNIZANT

Hyderabad

Team Leader - SaaS Implementation

12/2023 to Current

- Manage end-to-end SaaS implementation projects.
- Manage a team of implementation consultants.
- Work on Integrations (API).
- Ensure project hygiene.
- Manage B2B clients.
- Handles escalations.
- Work with Associates, Consultants, and Managers to develop and refine implementation tools/processes.
- Perform gap analysis to identify implementation issues, and consult on options to address issues.
- Manages risks of project implementation and client expectation.

RAYDEN INTERACTIVE

Pune, India

Implementation Analyst - SaaS Project Management

02/2022 to 12/2023

Provided expert services in the areas of technical implementation, Project Management, workflow analysis, application builds activities, go-live support, post-go-live optimization, and reporting activities with more details.

- Perform client implementation responsibilities while being an integral part of the #Phreesia team
- Integration (HL7 or API based)
- Understand technical know-how of Phreesia product set-up & coordinate between Phreesia Interface, Client tech teams to ensure seamless flow of Information is established
- Ensure project hygiene - Quick follow-ups, sending notes/recap, outlining actionable activities is required
- Work with Associates, Consultants, and Managers to develop & refine implementation tools/processes
- Perform gap analysis to identify implementation issues and consult on options to address issues

IOTA ANALYTICS

Remote

Analyst - SaaS Project Management

05/2021 to 02/2022

- Manage end-to-end SaaS e-discovery projects.
- Manages US client.
- Work on integrations (API).
- Ensure project hygiene.
- Main POC for clients

EPIQ SYSTEMS

Pune

Operational Analyst - Project Management

03/2020 to 12/2020

- Project Management Operational Analyst catering to US eDiscovery projects.

SKILLS

- Project Management
- Client Management
- Client Servicing
- SaaS Implementation
- Agile Methodology
- Salesforce
- Confluence
- Power BI

- API Integrations
- Team management
- Power BI
- SaaS
- Project Planning
- Google Suite
- Microsoft Office Suite
- Tableau
- MySQL
- Gen AI and Consulting

CERTIFICATIONS

- **Project Management** - Udemy
- **Agile Project Management** - Simplilearn
- **Power Bi** - Office Master
- **MySQL** - Udemy
- **Customer Relationship Management** - NPTEL
- **Consulting approach to problem solving** - Udemy
- **Programmatic Marketing Process & Analytics** - LiveRamp
- **Software as a Service** - Phreesia
- **Scrum Fundamentals Certified (SFC)** - Udemy

EDUCATION

B.TECH: ELECTRONICS & COMMUNICATION ENGINEERING	2020
Guru Nanak Institute of Technology, Kolkata	
HIGHER SECONDARY (HS+2): SCIENCE	01/2016
Shishu Bihar Higher Secondary School, Tripura	
BOARD EXAMINATION (10TH): SCIENE	01/2014
Shishu Bihar Higher Secondary School, Tripura	

LANGUAGES

Bengali: First Language

English:	C2	Hindi:	C2
Proficient		Proficient	

LINKEDIN

<https://www.linkedin.com/in/satadru-roy-675359186/>