**Sahana Banerjee**

**Work Experience**

I had Eight years Six months of involvement in the Global Financial Information Center (GFIC), Oracle India Private Limited captive unit based in Bangalore. GFIC provides financial services to Oracle subsidiaries in different countries and to Oracle's suppliers and customers from Bangalore, India. Quoting and contracting is one of the sub organizations in GFIC’s order management division. I was involved in ERP business operations, GAAP analysis consulting and Extensive research on the Order Administration Support Renewal process as a senior analyst with help of Japanese language interaction with end user customers for developing need based Oracle Service Contract (OKS) system. I had been coordinated the process which included initial operations analysis, business process re-evaluation, testing, training, conversions, customizations and documentation and implementation of modules. I proved myself as an emerging organizer in providing functional support and implementing order and management system through the effective use of enterprise resource planning software. At present working as freelancer from home in translation industries.

**Objective**

To work in a professional ambiance that requires me to keep up with the latest trends in my field and provides me with possibilities for widening my spectrum of knowledge in foreign languages and their applications for business. To offer high quality work as a language expert and strive to be the best in all I do.

**Work Details:**

In Hardware Quoting Process, main role was to create the quotation for Oracle Customers. Oracle provides several types of services to Oracle Customers/End users and Partners who purchase Hardware product from Oracle directly or indirectly through Partners or VADS. This procedure covers the ongoing offline quoting business.

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| Organization | **Oracle Corporation India** |
| Role | Lead Analyst- IC2 (Japan Hardware Configuration services) |
| Period | December 2005 to May 2014 |
| Mode of Work | Full Time |
| CTC  Location | 5.25  Bangalore |

**Translation & Transcription Skill-Set:**

* I have worked under couple of NGO’s and Initiatives as part timer Japanese and Bengali translator.
* I had completed one Bengali translation project for Government India. As a responsible translator I am always committed towards my projects and finish it on an expected time frame.
* Have worked on a medical transcriptions project to correct and edit written reports created by speech recognition software, which automatically translates the doctor’s dictation into text.
* Type up written reports of the audio files recorded.
* Recently finished one project on General topic – Upper Making Process document as Helper or Assistance.
* Small medical report for few patients for a privet hospital.
* Translated many documents for Marketing and Advertising agency.
* Translated an autobiography.
* Have worked on many translation projects for media houses.
* Have worked for Google Inc on their new Google Assistance Tool.
* Worked for Amazon India on their payment segment.
* Have assisted to few software company to upgrade their language section where I can work as a Bengali translator.
* Have done many Transcription projects for both Audio and Video files.

**Language Skill - Set**

* English > Japanese
* Japanese > English
* Japanese > Bengali
* Bengali > Japanese
* English > Bengali
* Bengali > English

**My Contribution as :**

* Managing the team members and their day to day business affairs.
* Managing the day to day process queries received from team members or the Japan counterpart (Business OPS team) and providing solutions to it either by self or by coordinating with other stake holders.
* Managing escalations received from the sales and providing responses on timely manner.
* Organizing the process update sessions on daily or weekly or fortnightly basis to entire teams and to make them aware of any new/existing changes in the current process.
* Driving the Quality for the team and performing quality check on the quote requests processed by teams.
* Analyzing the Root Cause of errors and providing the Corrective or preventive actions and also presenting the data to the higher management.
* Main point of contact of Hardware Quoting process for any Quoting & Configuration process and product configuration related queries.
* Active member of a Japan testing team and testing if any new implementation or enhancement require for the quoting application.
* Manage and run the discussion forum with other stake holders for the process related issues and updates.
* Reporting the system performance issues to AIT team and raising the BUG tickets for the same.
* Attending the periodical conference calls with the Japan stake holders and represent the team.
* Providing process trainings to new joiners and existing team members.
* Sound Knowledge of Oder administration and other financial modules.
* Very user-friendly communicator between Oracle India business delegates and Oracle Japan business delegates in business meeting.
* Very good grasping power and presentation skill.
* Very strong knowledge in monthly basis Internal Audit.
* Good written business communication for Japan operation.
* Translate correspondence letter and E-Mails from Japanese to English and vice versa.
* Co-coordinator between Japan Business workers and office staff.
* Always looking forward to the perfect solution for the processes related issues or queries with the help of Japan AIT.
* Mostly working with MS-Office (Japanese version) for preparing various official documents.
* Mostly worked with MS-Office (Japanese version) for preparing various official documents.
* Very good experience in using of Japanese language on chatting or phone call (daily basis) with Japan business for process related queries or issues.

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| **Credit:** | * **Transitioned the Quoting and Configuration Japan’s team in 2013** - Learnt the complete process including the Hardware configurations and delivered the training to new hires. Helped in the process documentation processes. Managed the team queries. Involved in the discussions with stake holders on progress of the transition. * **Transitioned Quoting and Configuration Europe Team in 2012** – Learnt the complete process including the Hardware configurations and delivered the training to new hires. Helped in the process documentation processes. Managed the team queries. Involved in the discussions with stake holders on progress of the transition. * **Transitioned the Global Hardware POSS (Point of System sales) process in 2011**-Learn the complete process and done the testing .Helped to educate the team and prepare the process Desk Manual. Solved queries and Handled (POSS) team Output Quality Project. * **Piloted the Global first year support process for SUN Hardware in 2010.** * Done the UAT for the interim HW support process, shared the findings with management. * **Piloted OKS renewal process for (Oracle Contract Service) Japan team in 2006** * Facilitated process enhancements with AIT, developed training manuals in collaboration with the internal Training and documentation team. * Involved in generating daily backlog reports sent out to the executive management. * Provided functional support in Financial, OA modules. * Handled monthly basis internal quality checking. * Created end user training manuals and perform end-user training. * Prepared online training documentation for streamlining the current process. * Identified the real nature of the problem and introducing new methods for process improvement that reflects on the current Line Of business. Developing Oracle Alerts to monitor business processes and system performance. * Handled major partner’s like-Hitachi Denshi, Unisys, Ashisuto, and Itouchyu Solution (CTC) for every month and solving issues on the basis of Japanese language. |

**Academic Qualifications Relating to Japanese Language (Proficiency):**

* Completed the Japanese Language **Level 3**  conducted by

Visva Bharati University (West Bengal)**.**

* Passed Level 3 of the Japanese Language Proficiency Test in 2003 jointly administrated by the Japan Foundation and the Association of International Education Japan.
* Participated in the Japanese Language Speech Contest (Eastern India) held on 18th September 2004 and obtained position 1st in the Senior Group. This Contest has been sponsored by The Japan Foundation, Tokyo and organized by The Indo Japan Welfare and Cultural Association, Kolkata.
* Also Participated in the Japanese Language Speech Contest organized by MOSAI, which is scheduled to be held in Delhi on 19th March 2005, obtained position2nd in Senior Group.
* Passed Level J4 BJT Business Japanese Proficiency Test in 2007 administrated by Japan External Trade Organization (JETRO).

**Computer Skill-Set:**

* Operating System :Windows XP,Windows98 & Windows Vista and Windows7 (Japanese & Bengali Version)
* Packages : MSOffice (English version as well as Japanese).

Parallel to above, completed one-year computer course

Under NIIT.

**Education**

* **B.A(Honors)** in Japanese Language from Bidya Bhavana under **Visva-Bharati University**,Santiniketan,West Bengal and occupied **First Class** in 2004
* **Pree-dgee**(10+2) Examination in **1st Division** from Uttar Siksha Sadana under Visva Bharati,Santiniketan WB
* School Certificate (10) Examination in **1st Division** from Patha Bhavana under **Visva Bharati University**, Santiniketan WB.
* **Awards**- Awarded a certificate and prize for succeeding in the Japanese Language Speech Contest organized by MOSAI held in Delhi on 19th March 2005, obtained position2nd in Senior Group.
* Awarded certificate and prize for the Japanese Language Speech Contest (Eastern India) held on 18th September 2004 and obtained position 1st in the Senior Group. Sponsored by The Japan Foundation, Tokyo and organized by The Indo Japan Welfare and Cultural Association, Kolkata.
* Awarded a certificate for succeeding Level 3 of the Japanese Language Proficiency Test in 2003 jointly administrated by the Japan Foundation and the Association of International Education Japan.

**Extra Curricular Qualification:**

* Participated actively for the development programs of NGOs as a Oracle’s global volunteer several times.
* One of the active members of Kriya Production Research and Development Unit in Santiniketan.
* Actively working for Bondhu Art Initiative with Artist duo Kingshuk Sarkar and Rashmi Bagchi Sarkar in Santiniketan.
* Many times working as a program organizer and anchor for Forest Department of Birbhum, West Bengal and with other administrative organizations.
* Teaching Japanese Language as a part time teacher in Techno India Public School under (Techno Group) CBSC Board.

**Personal Information:**

* Spouse’s Name: Ranajit Dan.
* Date o Birth :28-01-1983
* Marital Status :Married
* E-Mail : [sahanawinstar@gmail.com](mailto:sahanawinstar@gmail.com)
* Present Address: Near Shaymbati Primary School,Shaymbati Market, P.O:Santiniketan,Dist:Birbhum,Pin:731235 West Bengal
* Phone No :+91-9449270907, 7001245320
* Languages Known: Japanese, English, Hindi, and Bengali.