Susmita SEN

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# Professional profile: summary & last role

* French & English language Teacher/ Translator with experience in imparting training to a wide range of audiences including children, young adults, professionals from across the board in private and public sectors, technical & non-technical translation, planning & execution of translation with a focus on customer satisfaction
* Led Accounts Payable team for HSBC, France, a team of 28 FTE (including 6 Senior Finance Executives, reporting to myself)
* Combine the proficiency of native-speaker level French with interpersonal communication and people management skills for effective customer relationship management and smooth running of day to day business

**Production Manager – Ericsson Broadcast & Media Services (Brand RED-BEE Media Content Discovery)**

**Duration: July 2017 – till date**

**Project Apollo** - Manage two teams of 3 Team Leads and 22 Listings Writers and EPG (Electronic Program Guide) Schedulers. My responsibilities include strategic and tactical planning, managing and executing campaigns for Brands and Channels, formulating complex business and marketing strategies, achieving project objectives and milestones while at the same time ensuring seamless service delivery of the daily workflow.

My role also provides me the opportunity to advise services and collaborate with very senior executives within the RED-BEE Media Content Discovery Unit

**Banking Consultant (French speaking) - Quislex Legal Services, Hyderabad**

**Duration: June 2015 – March 2017**

* Provided expertise in a specialist consulting in IC role to manage teams of 15-70 Legal Associates undertaking document review (emails, Bloomberg chats and audio) with a view to identifying procedural breaches related to fraud-risk, for on-going high level litigations in the UK commercial courts, simultaneously under investigation by the United States Dept. of Justice (DOJ), between some of the largest banks of Europe and their counter parties/ adversaries.
* Have played a key role in all Client Communication and streamlining processes for ensuring an overall favorable experience for the client by driving rigorous and customer-centric quality campaigns and initiatives, and streamlining key controls reports.
* Have provided consultancy for five projects over a span of 22 months till date

**EDUCATIONAL CREDENTIALS**

* Schooling at the Loreto group of schools

Years – 1975 to 1988/ ICSE – 82%, HS- 60%

* Graduation with English Hons. from St. Xavier’s College, Kolkata

Year – 1991/ 55%

* Post Graduation in English from Calcutta University

Year – 1993/ 56%

* Diplôme Supérieur de la langue française from Alliance Française (recipient of the Jeanne Ranay award), Kolkata [Batch topper]

Year – 1993/ Grade-B

* Post-Graduation in French (batch topper) from English and Foreign Languages University, Hyderabad

Year – 1995/ Grade-A [Batch topper with 76.6%]

* MBA (International Business) from ICFAI University

Year – 2014/ Grade-C

**Primary skill – Training**

End-to-end training

* + - TNA [Training needs analysis]
		- Content development – ppt. activity
		- TTT [Train the Trainer]
		- Delivery
		- Feedback and evaluation [of trainers and participants]
		- Appraisal, Motivation and Counseling

Modules

* + - French
			* Pre-beginners / Beginners /Iintermediate / Advance
		- English
			* Oral communication
			* Written communication
		- Soft skills
			* Induction
			* Teamwork skills
			* Professional grooming and etiquette
			* Cross-cultural sensitization
			* People style [marketing skills]
			* Group discussions

Corporate communications

* + - Publishing articles in office magazines

**Secondary skill – Translation**

End-to-end Translation [Team size 18]

* + - * Translation
			* Estimation and understanding of deadlines
			* Recruitment of FTE and C2H in tandem with HR
			* Forming and mobilization of the team
			* Ensuring productivity and quality
			* Delivery on time
			* Building and maintaining glossary

Tools management

* + - * Training on tools
			* Troubleshooting
			* Giving feedback to the technical team
			* Style guide
		- Training on
			* Translation
			* Language

**TRAININGS**

* Attended workshops on Team Management and Leadership Training at HSBC
* Successfully completed ‘Transition Management & On-boarding’ and ‘License to Lead’ training from HSBC.
* Completed Diplôme Supérieur from Alliance Française de Kolkata
* Participated in seminars at the French Consulate in Kolkata and presented papers.

**CAREER HIGHLIGHTS**

**Asst Manager – Accounts Payable (France), HSBC Technology and Services - EDPI (HSBC Group)**

Leading a team of 6 Senior Finance Executives team and guiding / mentoring the whole 28 member team for effective team management.

**Key Responsibilities:**

* **Assuring key functions & periodic compiling of key reports –** Core responsibility of Managing the Reporting and Compliance function for Europe are as part of the Procurement CoE. Drafting, negotiating & reviewing Performance Level Agreement with Business Partners. Ensuring timely submission of all daily/weekly/monthly/yearly MI’s.
* **Liaising with Business Areas** – Building a strong relationship with Business Partners. Reviewing ad-hoc urgent payment requests received from business areas, managing exception handling. Ensuring receipt & up-to-date reconciliation of suppliers’ statement of accounts, proper maintenance of the fixed assets register and regular validation of records with business areas. Ensuring meeting time deadlines and Quality (PLA’s). Functioning as the main point of contact on all Business queries and escalations
* **Monitoring access controls –** Ensuring observance of HSBC Internal Control Standards, Audit Standards including the timely implementation of recommendations made by internal/external auditors and external regulators. Ensuring adequate controls in place for key risk areas.
* **Managing and mentoring staff –** Enabling and developing direct reports through effective use of the Performance Management and Employee Development processes: goal setting, training and development, career planning, performance coaching and performance evaluation of team members.Previewing and analyzing of team’s performance and handling customer escalations.
* **Assisting Line Manager** – Coordinating with Line Manager in conducting spot checks on policy compliance by Line of Business and working on ad-hoc tasks / projects assigned by Line Manager
* **Functioning as Relationship Manager** – Being the main point of contact between the Business Area and GSC, in case of escalations of any kind regarding Accounts Payable Operations

**Achievements:**

* Authored procedures and desk instructions.
* Streamlined processes and improved process MIs.
* Identified key problem areas for application improvement and received appreciation from the Business Area on more than one occasion.
* Received special appreciation from the Business Area for extra efforts at work.
* Implemented Business Continuity planning as per company guidelines and ensured seamless delivery of service during days of political instability in the city.
* Trained key staff for succession in trouble-shooting and communicating in French
* Anchored rewards and recognition ceremonies at HSBC

**Tata Consultancy Services, Trivandrum**

**Designation: Faculty/ Translator**

**Duration: May 2005 – July 2008**

**Major Responsibilities:**

* Training specialist, with extensive experience in training need analysis, planning and monitoring of training programs with a focus on skill enhancement and customer satisfaction.
* Expert in participatory processes for resource use, planning and development, institutional diagnosis, strategic planning and implementation.
* Feedback monitoring & evaluation and impact assessment.

**Trivandrum International School & Calcutta International School**

**Duration: October 2001 – April 2005**

**Major Responsibilities:**

* Teaching French & English Language to students of Grades 8-12.

**Alliance Française de Kolkata**

**Designation: Professeur**

**Duration: June 1997 – October 2001**

**Major Responsibilities:**

* Teaching French to professionals from a large cross-section of society.
* Feedback monitoring & evaluation and impact assessment, use of qualitative and quantitative research methods.
* On deputation to teach French for 6 months at the **IIM Calcutta**

**ADDITIONAL RESPONSIBILITIES**

* Recruitment Manager – Identifying resource requirements and conducting interviews.
* Focus Group -Member of the Corporate Communications Focus Group in charge of showcasing the CoE on the

 Group Intranet

-Member of the BCP Focus Group responsible for Business Continuity at all times.

-Working with AVP on analyzing Attrition data and strategizing & implementing control measures.

-Monitoring and managing leave records of all Managers across the CoE for the purpose of Audit.

**PERSONAL DETAILS**

Date of birth : March 18, 1969

Nationality : Indian

Languages : Bengali, English, French (native-speaker level), Spanish (beginner’s level) and Hindi.

After hours : Travelling and Blogging [http://sensusmita1.blogspot.in,

 <http://www.the-nri.com/index.php/author/susmita-sen/>]

Reference will be provided upon request.