

Shubhankar Choudhary

6 Years 2 Months Overall Experience

Tech-savvy professional with 6+ years in enterprise communication and customer engagement, now pursuing an MBA at IIM Indore. Experienced as a PL/SQL and UCCE Developer, delivering solutions for large enterprises. Known for strong communication and leadership skills, I aim to blend business acumen with technical expertise to drive innovation and customer-focused growth.

Industry

- **IT/ITES**

Functional Areas

- **Enterprise Communication & Contact Centre Solutions**
- **Database Development & System Integration**
- **Project & Team Management (Agile)**
- **Stakeholder & Placement Coordination**
- **Strategic Consulting & Market Research**

Education

IIM Indore

MBA

2025-2026

Chaibasa Engineering College

B.Tech Electronics and Communication Engineering

2014 – 2018

Certification

Generative AI Strategic Leader

Focused on leveraging generative AI for innovation, efficiency, and business transformation

2025

Microsoft Technology Associate: Database Administration Fundamentals

Core database concepts, including database design, SQL, normalization, security, and administration

2019

Amazon Connect

Cloud-based contact centre service from AWS that enables businesses to deliver seamless customer service across voice and chat

2024

Lean Six Sigma Green Belt

Equips individuals with tools and methodologies to improve processes, reduce waste, and enhance quality

2025

Accomplishment

Contextual Master Award

Designed and automated a testing system which reduced the time of testing by 95%. The design was published in TCS internal magazine.

On the Spot Awards

This award was given for exceptional contributions beyond regular responsibilities

Outstanding Performer Award

Awarded for performing the best within my team of 20 members at TCS

Best Team Award

Awarded for being the best team from among a group of 55 teams at TCS

Innovation and Social Cause

Awarded for commendable work in leading an initiative to raise awareness about the necessity of education among locals at Chaibasa Engineering College

Placement Coordinator

Leading placements for 65+ experienced professionals at IIM Indore by engaging CXOs, HR leaders, and alumni to expand recruiter networks and drive opportunities.

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Experience

Tata Consultancy Services

4 Months
IT Analyst

Apr' 25 - Current

- Serving as the elected Placement Coordinator for the EPGP cohort at IIM Indore, representing a diverse group of 65+ experienced professionals in all placement-related activities.
- Engaging with CXOs, HR leaders, and alumni across industries to expand the institute’s recruiter base and generate placement opportunities.
- Coordinating the end-to-end placement lifecycle, including company onboarding, job description circulation, shortlisting processes, interview scheduling, pre-placement talks, and final offer management.
- Managed cohort-wide sessions on resume building, interview preparation, and industry alignment, ensuring readiness and consistency across student for recruiters

Tata Consultancy Services

1 Year 4 Months
IT Analyst

Nov' 23 - Mar' 25

- Served a $1.1B UK based BFSI client by designing, developing and optimizing complex PL/SQL components and XSL Stylesheets supporting high-volume data processing systems used in regulatory and transactional communications.
- Achieved 45% code reusability for 500+ correspondences by parameterization across different line of businesses for the client.
- Adopted Agile practices using Confluence (documentation), PVCS (version control & release management), and JIRA Kanban (workflow management) to ensure traceability, streamline priorities, and accelerate delivery.
- Coordinated with cross-geographic teams across UK and India including business analysts, QA, and infrastructure to translate business requirements into scalable and maintainable technical solutions.
- Lead a team of 4 developers; delegated tasks, facilitated daily stand-ups, and ensured timely delivery of development milestones in alignment with Agile methodologies.
- Contributed to talent development initiatives by participating in the TCS Ninja campus recruitment process; conducted technical interviews and assessments for fresh graduate hiring.

Tata Consultancy Services

3 Years 10 Months
System Engineer

Dec' 19 - Oct' 23

- Engineered 250+ IVR flows and 2000+ audio prompts for a $50B U.S. based BFSI client using Cisco UCCE, achieving 100% regulatory compliance and boosting customer handling efficiency across all segments.
- Achieved a 95% reduction in IVR call flow testing time post DR activities and new deployments by automating it with Empirix Hammer Testing, delivering an annual savings of up to $120K and earning recognition from both the client and TCS.
- Worked collaboratively with infrastructure, QA and L2 support teams for code deployments, configuration changes, and validation in staging and production environments.
- Built real time monitoring dashboards using Splunk and Kibana to track application performance, enabling data driven insights that improved issue resolution speed by 30% and enhanced business decision-making.
- Documented Technical specifications, call flow logic, deployment plans into Knowledge Base Articles to support team efficiently in future.

Tata Consultancy Services

1 Year
Assistant System Engineer

Dec' 18 - Dec' 19

- Handled incident management and change requests as per ITIL standards; ensured minimal service disruption through effective root cause analysis, impact assessment, and stakeholder communication.
- Proactively created Knowledge Base (KB) articles and Postmortem reports to support continuous improvement, reduce repeated issues, and enhance system reliability for future deployments.