

# Shibopriya Chatterjee

Corporate Profile

# Ms. Shibopriya Chatterjee



<b>Name</b>	Shibopriya Chatterjee
<b>Grade</b>	Sr. Leadership – Capgemini India Ltd
<b>Previously in</b>	Wipro, Ivega, TCG Softwares
<b>Languages</b>	English, Hindi , Bengali, French (Basic)

## Professional experience

- Cloud Infra IMS, CAPGEMINI GLOBAL - Quality Head
  - Bringing the various regions in Capgemini under one Global IMS
  - Implementation with common certification (ISO 9001:2008, ISO 20000-1, ISO 27001 and ISO 14001)
- DATA CENTER , IS FINLAND - Program Manager
  - Lead end to end Implementation and certification of FOUR ISO certifications (ISO 9001:2008, ISO 20000-1, ISO 27001 and ISO 14001)
  - Headed the sustainability and Surveillance for the adjoining year.
  - Process Coach for Detail Gap Analysis; Process definition; Training, Implementation, Internal Audit, MRM, Certification Audit
- Delivery Excellence / Assurance (Country Level)
  - Implementing and Front ending organization Six Sigma improvement initiatives and external certification.
  - Overseen Planning & Execution of Internal Audits & CAPA for Business Units (France, Australia and Latin America)
  - Six Sigma Trainer for the center and other centers
  - Heads Implementation of various organization level certification ISO 9001:2008, ISO 20000, TL900, AS9100 across 8 centers
  - Process Center of Excellence, Service Line Lead for Audit and Compliance.
  - Lead Quality related initiatives for Support Functions
  - Center Manager Kolkata : Management Leadership to mentor new managers and other CSR Activities
- NOVATIS, Switzerland
  - Process Consultant for Integration of QMS designing & developing processes for Web Factory based on CSV systems and ISO & CMMI
  - Set up Measurement processes and methods
  - GxP Training
- Extra Curricular
  - Executive member of Women’s Council (WINSPIRE)
  - Brand Champion East
  - Designated Judge for All Talent and Cultural Event.

## Competences

Shibopriya is with Capgemini India Process Innovation & Excellence group as a Senior Manager, Process Innovation and Excellence. She has over 19+ years of experience in the field of project management quality assurance and process consulting. She has hands on experience in designing, implementation, training and auditing Quality Management Systems and Metrics frameworks based on quality models and best practices such as ISO 9000, ITIL, ISO 20000, ISO 27001, ISO 14001 CMMI (DEV and SVC), TL 9000 & AS9100.

Shibopriya has worked extensively with clients in US, Europe, India on ISO and CMMi based processes & Metrics system design, definition, implementation & Training. She has ample experience in ISO and CMMi based process definition, Training, auditing & assessments, has mentored & executed process improvement projects using Six Sigma.

Being certified in Six Sigma Black Belt, Shibopriya is instrumental in leading Improvement initiatives in the organisation . Shibopriya has been ATM in CMMI Appraisals for her previous and present originations also has experience in ITIL framework. Shibopriya has received many accolades due to her strong leadership and people management and in the field of trainings/ mentoring from time to time. She has presented though papers in forums like NASSCOM

## Qualification

- Graduate from Calcutta University with honors in Accountancy; Diploma in Computing from NIIT and Informatics
- Certified Black Belt from QAI
- Lead auditor of ISO 9000:2008 / 15 certified from IRCA
- Lead auditor of ISO\IEC 20000-1 & ISO 27001 certified from BSI
- Trained Assessment team member from KPMG

# Contact Information



## **Shibopriya Chatterjee**

Senior Leadership - Delivery Excellence/ Assurance  
Center Manager (QA) - Kolkata  
Service line Head - Audit and Compliance

### **Residence**

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