

SHARBANI SAMANTA

TRANSFORMATION & CHANGE LEADERSHIP

BUSINESS MANAGEMENT / OPERATIONS

DELHI, INDIA



✉ sharbani.samanta@gmail.com

+91 98203 45833

LEADERSHIP PROFILE

Business transformation and change leader with 20+ years of experience across business management, operations and commercial strategy. Drives people-centred change through process redesign, technology-enabled tools and GDPR compliance, partnering with Legal, IT and business leaders to translate strategy into sustained adoption and measurable results.

20+

YEARS EXPERIENCE

50%

LESS USER RESISTANCE

25%

EFFICIENCY GAIN

AREAS OF EXPERTISE

Transformation leadership • Change management & adoption • Stakeholder engagement
Process excellence (Lean Six Sigma) • Training & capability building • Programme leadership
GDPR & data protection • Commercial strategy • Profitability, costing & budgeting
Global rate cards • Client MSAs & procurement • Reporting & analytics

PROFESSIONAL EXPERIENCE

Associate Vice President - Business Management

Quantum Consumer Solutions (QCS) | May 2016 - Present

- Design and drive change-management initiatives, engaging stakeholders, addressing resistance and supporting adoption of new systems and processes.
- Deliver training and post-implementation support to build capability and enable continuous improvement.
- Coordinate cross-functional initiatives on operating efficiency, project costing and profitability visibility.
- Partner with Legal, IT and business teams to embed GDPR compliance through processes, documentation and stakeholder communication.
- Develop commercial rate cards across geographies and support client procurement discussions and Master Services Agreements.

SHARBANI SAMANTA

CAREER IMPACT & CREDENTIALS

SELECTED ACHIEVEMENTS • QCS

- Supported digital transformation initiatives that reduced user resistance by 50% within six months.
- Contributed to process redesigns associated with a 25% increase in operational efficiency.
- Led a team of 10 in launching a strategic acquisition and optimising business performance.
- Introduced technology-enabled tools and cost calculators, improving real-time profitability visibility by approximately 12%.
- Developed cost-saving strategies reducing expenses by 10% while maintaining service quality.
- Contributed to client-acquisition initiatives associated with a 15% increase in revenue.
- Supported group-level GDPR implementation and led a high-profile project presented at Cannes Lions.

EARLIER LEADERSHIP ROLES

Head of Operations

P.G. Patki Architects, Mumbai | February 2015 - April 2016

- Managed 10+ large-scale projects from initiation to completion, averaging approximately INR 3 crore in project value.
- Strengthened business development, contributing to an estimated 7-8% increase in project acquisition.
- Negotiated client agreements and introduced cost controls to improve profitability and delivery efficiency.

Group Head - Operations & Finance

MaxVal Technologies Pvt. Ltd., Mumbai | March 2006 - February 2015

- Managed lease-abstraction services and discounted cash-flow modelling using ARGUS.
- Conducted underwriting and cost-benefit analysis for green-building and township projects.
- Managed global client projects, including NAI Global, Northmarq and Cushman & Wakefield.

EDUCATION

General Management Program • Indian Institute of Management Ahmedabad • 2014

Post Graduate Program in Business Administration • S.I.E.S. Management College • 2010

Bachelor of Commerce • S.I.E.S. College, Navi Mumbai • 2005

High School (Mumbai University) • S.I.E.S. College, Navi Mumbai • 2002

CERTIFICATIONS & DEVELOPMENT

Lean Six Sigma Green Belt (May 2024) • Black Belt (in progress) • Power BI (in progress)