



Santanu Das

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Professional Summary

Workforce Management Analyst (Capacity Planner)

Analytical and results-driven Workforce Management (WFM) and Capacity Planning professional with [11]+ years of experience in Planning, forecasting and capacity optimization across diverse environments. Adept at leveraging data analytics, WFM tools, and business intelligence to ensure operational efficiency, SLA adherence, and workforce productivity. Proven ability to collaborate with cross-functional teams and deliver cost-effective workforce solutions.

Key area supported: EMEA (Germany, Eastern Europe, APAC & US)

German Language Expert | Customer Support | Voice & Backend

Motivated and experienced professional with a strong background in German language (20 yrs.+) spoken German experience in Germany & in IT companies - customer support, technical back-office operations, and export coordination. Adept at handling voice and non-voice processes for German clients, with hands-on experience in technical projects and manufacturing exports. Seeking a German language support role in a multinational environment to utilize my language proficiency and domain knowledge

Core Competencies

- Workforce Management (WFM)
- Capacity Planning & Forecasting
- Data Analysis & Reporting

- Service Level Management (SLA/KPI)
 - Excel (Advanced), Power BI/Tableau basic
 - WFM Tools: NICE IEX,
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Professional Experience

WFM & Capacity Planning Analyst

[Foundever] – [Mumbai, India]

[June,2014] – Present

- Developed short and long-term capacity plans by analyzing historical data, attrition rates, and growth trends across business units.
- Created and maintained weekly, monthly, and annual staffing forecasts to support operations, meeting >95% schedule accuracy.
- Delivered actionable insights using Power BI and Excel dashboards to track agent productivity, occupancy, and adherence.
- Collaborated with Operations for proactive hiring and shift strategy aligned with demand spikes.
- Maintained service levels across multiple queues by optimizing agent allocation and real-time adjustments,

Key Achievements:

- Reduced under/overstaffing by 15% through improved forecasting methods.
 - Body Shop UK – awarded best planning & operational excellence 2019(European Agency)
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Education

MBA/PGDM

[MIT School of Management, Pune] – [2024]

Bachelor of [Data Science]

[Jain University, Bangalore] – [2025]

Diploma in Mechanical Engineering. [1997]

[V.T engineering college, Kolkata. West Bengal. INDIA]

Goethe Institute [German Language]

[Max Muller, Kolkata] – [2014]

Elementary Deutsch, A1, A2, B1, B2.2 (Appeared)

Award recognition

- Best planner Q2 2018 (SITEL India)
 - Best planner Q4 2018 (SITEL India)
 - Best planner Q2 2019 (SITEL India)
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Tools & Platforms

NICE IEX | | Excel | Power BI |

Previous organization

- **MSR INFOTECH PVT LTD** , Kolkata (September 20213 to May 2014)
Role: German voice process
 - **ATOS**, Kolkata (May 20213 to Aug 2013)
Role: Telekom & Hypath project
TS Voice process
 - **ONPROCESS TECHNOLOGY** , Kolkata (May 20212 to April 2013)
Role: Back office Technical TS
 - **PICASO LEATHER** , Kolkata (May 2000 to April 2012)
Role: Project associate, Sales in German market. Customer interaction German
In Germany (Leder messe) Düsseldorf, Schwerin
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Languages

English, German, (Fluent) | [Hindi, Bengali] (Fluent)

Declaration:

I solemnly declare that (a) all statements made in this application are true, complete and correct (b) original documents will be produced on demand.