

# SAMANTA HAJARINAYAK

## Sales Manager

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LOCATION: India

Highly experienced & results-driven professional, targeting to leverage experience in infrastructure delivery, and service operations to contribute to a growth-driven organization, ensuring strategic alignment of sales initiatives with business goals, optimized resource utilization, and excellence in service delivery across global operations.



### PROFILE SUMMARY

- ❖ Expertise in **project lifecycle management** from scope definition, scheduling, budgeting, and risk mitigation to stakeholder engagement & post-deployment support, ensuring consistent delivery of **mission-critical, high-availability systems** within SLA-driven environments.
- ❖ Possess leadership skills in managing **cross-functional global teams (up to 20 members)** across **onshore-offshore delivery models**, integrating **Agile, DevOps, and ITIL frameworks** to optimize productivity, communication, and quality outcomes.
- ❖ Skilled in **Data Center Operations, Mainframe Systems Administration (AS/400, IBM iSeries), and Microsoft Dynamics AX implementations**, with success in **multi-site infrastructure provisioning, DR drills, and system migrations** across **U.S., EU, and Africa**.
- ❖ Managed extensive projects, including **the successful migration of multiple datacenters**, highlighting exceptional organizational and planning skills.
- ❖ Recognized for **process re-engineering and automation** through implementation of **ROBOT/Schedule Enterprise** and migration from **legacy schedulers (ZEKE to ROBOT)**, resulting in enhanced operational efficiency and cost savings.
- ❖ **Excellent stakeholder and vendor management skills**, collaborating with clients, senior leadership, and technical teams to ensure **alignment with business objectives, budgetary compliance, and customer satisfaction metrics**.



### CORE COMPETENCIES

- ▶ Sales Strategy Development
- ▶ Service Delivery Management
- ▶ Stakeholder Engagement
- ▶ Sales Network Operations and Production Control
- ▶ Data Center Operations
- ▶ Risk & Issue Management
- ▶ Agile & DevOps Methodologies
- ▶ Stakeholder Management
- ▶ Budgeting & Cost Control
- ▶ Compliance and Regulatory Standards
- ▶ Infrastructure Provisioning and Management
- ▶ Disaster Recovery Planning
- ▶ Process Automation
- ▶ Performance Optimization
- ▶ Client Relationship Management



### SOFT SKILLS



### CERTIFICATION

- ❖ Advance Diploma In Computer Application (ADCA)



### EDUCATION

- ▶ BCA from Rabindranath Tagore University with 71.80%



### CAREER TIMELINE

**2014 – 2018: Marble, Quartz & Tiles Sales Supervisor | Classic Marble Company**

**2019 – 2020: Granite Tiles & Quartz Sales In-Charge | Satya Export**

**Aug'21 – Dec'24: Ceramic Tiles, Granite Tiles & Marble Sales Assistant Manager West African ceramic LTD**



### KEY ACHIEVEMENTS ACROSS THE CAREER

- ❖ "Top Sales Performer" award for exceeding sales targets at Satya Export.
- ❖ "Employee of the Year" award in 2016 for outstanding contributions to Classic Marble Company.
- ❖ Successfully led and executed multiple Data Center and Operations Migration projects onsite across Phoenix, AZ; Orlando, FL; and Atlanta, GA, during five professional visits to the United States.
- ❖ Configured and implemented the Advanced Job Scheduler in IBM iSeries V5R4, as part of a major Mainframe Migration initiative, optimizing job automation and scheduling efficiency.
- ❖ Actively contributed to annual Disaster Recovery (DR) tests, ensuring business continuity and operational resilience.
- ❖ Implemented ROBOT/Schedule Enterprise, replacing the legacy z/VSE Mainframe ZEKE Scheduler, resulting in a streamlined, automated scheduling environment.
- ❖ Migrated complex ZEKE scheduling logic to ROBOT using a strategic combination of OPAL codes, Date Objects, and Scheduling Calendars.

## WORK EXPERIENCE

**Aug'21 – Dec'24: Seles Assistant Manager**

**| West African ceramic LTD Nigeria Promoted from Team Lead → Assistant Manager**

**Team Size: 15**

### **Growth Path:**

**Team Lead**



**In-charge**



**Assistant Manager**

### **Responsibilities:**

- ❖ Spearheaded the end-to-end management of Production and Disaster Recovery (DR) Data Centers across Norcross, Denver, and Miami (U.S.), ensuring 99.99% system uptime and operational excellence.
- ❖ Directed infrastructure provisioning initiatives, delivering scalable compute, storage, processing resources to meet business requirements.
- ❖ Acted as the single point of accountability (SPOA) for 24x7 Network Operations and Production Control, ensuring seamless continuity and incident resolution.
- ❖ Administered IBM iSeries (AS/400) environments with extensive hands-on experience across V5R3M0 and V5R4M0 platforms, optimizing system performance and reliability.
- ❖ Leveraged iSeries Navigator, BRMS, and POWERsystem infrastructure for advanced device configurations, system monitoring, and performance tuning.
- ❖ Executed end-to-end system upgrades, including firmware, OS, and patch management, to maintain compliance and minimize downtime.
- ❖ Championed enterprise-grade encryption protocols, managing digital certificates and implementing 128-bit end-to-end security architecture across corporate environments.
- ❖ Led the Microsoft Dynamics AX deployment, orchestrating the Application Object Server (AOS), web interface, and thick client configuration for enterprise-wide adoption.
- ❖ Acted as the escalation point for Dynamics AX and AS/400 support streams, driving RCA and continuous service improvement (CSI).
- ❖ Directed PTF planning and version upgrades to ensure platform stability and adherence to regulatory and audit standards.

### **Highlights:**

- ❖ Realized decrease in production defects by instituting quality control protocols and fostering a culture of continuous improvement.
- ❖ Earned recognition for exemplary leadership in project that achieved boost in efficiency, enhancing organization financial performance.
- ❖ Created an extensive sales training initiative that enhanced team performance and resulted in boost in overall sales productivity.
- ❖ Secured contracts with key clients, leading to enduring partnerships and a notable rise in market share within the region.
- ❖ Spearheaded plant operations and quality assurance functions for a large-scale stone and construction materials unit.
- ❖ Directed a cross-functional team of 15 departmental heads, ensuring strict adherence to quality benchmarks and production timelines.
- ❖ Implemented process improvement measures to reduce product defects and enhance material consistency.
- ❖ Collaborated with production and sales teams to align output with client specifications and export requirements.
- ❖ Streamlined inspection and reporting systems that improved operational efficiency and reduced wastage.

**2019 – 2020: GraniteTiles & Quartz Sales In-Charge | Satya Export**

**Team Size: 20**

### **Responsibilities:**

- ❖ Directed enterprise-scale Mainframe application deployments across 36 subsidiaries within European (EU) and AMLAT regions, achieving zero-defect Go-Live outcomes.
- ❖ Drove industrialization and release management activities, managing tri-annual Go-Live cycles from planning through execution.
- ❖ Provided strategic leadership to multi-disciplinary global teams including z/OS Mainframe administrators, module developers, and software control engineers, ensuring synchronized delivery across time zones.
- ❖ Fostered collaboration between onshore and offshore teams, streamlining communication, resource utilization, and deliverable quality.
- ❖ Partnered with key automotive clients to capture requirements, negotiate SLAs, and define delivery milestones, resulting in measurable client satisfaction.
- ❖ Worked in tandem with PMO to track KPIs, control budgets, and maintain adherence to financial and operational benchmarks.
- ❖ Generated performance dashboards and executive summaries for leadership reviews, supporting informed decision-making.
- ❖ Maintained end-to-end lifecycle documentation ensuring transparency, audit readiness, and knowledge retention.

**2014 – 2018: Marble & Quartz Sales Supervisor | Classic Marble Company**

**Team Size: 20**

### **Responsibilities:**

- ❖ Spearheaded sales operations, project delivery, and client engagement for premium Marble and Quartz product lines, driving consistent revenue growth and market expansion.
- ❖ Defined project charters, KPIs, and delivery frameworks, ensuring alignment between business goals and operational execution.
- ❖ Designed and monitored comprehensive project roadmaps, covering scope, timeline, budget, and quality parameters.
- ❖ Acted as primary liaison between clients and internal delivery teams, ensuring superior client experience through proactive communication and service excellence.
- ❖ Mentored and directed cross-functional teams of developers, testers, and architects to deliver complex solutions within scope and schedule.
- ❖ Implemented risk identification and mitigation strategies, reducing project overruns and ensuring operational stability.
- ❖ Drove cost optimization and budget control initiatives, producing tangible savings while maintaining service quality.
- ❖ Enforced compliance with IBM global delivery standards, including Agile, DevOps, and Design Thinking methodologies.
- ❖ Delivered data-driven progress reports, executive dashboards, and lifecycle documentation to enhance project governance.

## PERSONAL DETAILS

**Languages Known:** English, **Inputs AwaitedG| Address:** At/Po- Lankagada ,Ps- Belaghar, Dist.- Kandhamal, Odisha - 762107