

SUBIR MUKHERJEE

Date of Birth: 16-06-1974

Nationality: Indian

Address: 4/23 Charakdanga 1st Lane, Barasat, Kolkata 700124, India

Email: subirfocusinfo@gmail.com/subir_ind2003@yahoo.com

Phone: +91- 7003328448/ +91-9007452235

Web: <https://www.linkedin.com/in/subir-mukherjee-263b5350>



Experienced and accomplished QA Lead with over 12 years of experience in leading teams and implementing quality assurance. Demonstrated expertise in ensuring client requirements are understood and accurately executed. Developed and designed plans and strategies based on business, technical, and functional requirements. Excellent communicator able to forge solid relationships with teams, business, leadership and build consensus and communication across multiple organizational levels.

CORE COMPETENCIES:

- ❖ AI/ML
- ❖ Audio AI
- ❖ Content moderation
- ❖ Sentiment Analysis
- ❖ NLP
- ❖ Medical AI
- ❖ Transcription skills
- ❖ Translation
- ❖ Quality analytical skills
- ❖ Team management skills (including onshore and offshore)
- ❖ Recruitment skills

Education:

- ❖ Post Graduation Diploma in Medical Transcription from Manipal Academy of Higher Education (MAHE).
- ❖ Diploma in Computer Applications from All India Institute of Local Self Government Vadodara - AIILSGV
- ❖ Bachelor of Arts from Burdwan University (West Bengal, India).
- ❖ All India Senior School Certificate Examination from Kendriya Vidyalaya (CBSE Board)

Training Attended:

- ❖ Completed practical HR training under Element K sponsored by Nuance Communication Inc.

Work History:

QA Lead (Audio Transcription) iMerit Technology ▪ Kolkata ▪ India

May 2022 - Sep 2023

- ❖ Maintained quality of different projects especially involving audio annotation and labeling, with regard to transcriptions or speech-to-text, speaker identification, emotion identification, conversational AI, acoustic or sound event identification, speech labeling, audio classification, speech act identification and phonemes.
- ❖ Initiated techniques like subsampling, setting a “Gold Standard/Set”, annotator consensus, annotator levels, edge case management and review to ensure that the final deliverable data is of the highest possible quality, consistency and integrity.
- ❖ Have successfully managed and worked different POCs (Proof of Concept) and projects using AI software like Amazon AWS, Datasaur, Dataloop Ango Hub for classification, labeling and annotation for NLP (Natural Language Processing).
- ❖ Conducted periodic quality audits.
- ❖ Collaborated with cross-functional teams including client developers, project managers, and annotators to ensure seamless integration of new features and enhancements, resulting in an enhanced user experience and increased client satisfactions.

Legal Transcriber (Freelancer)

Lex Carta Private Limited, ▪ Chennai ▪ India

Jan 2021 -May 2022

- ❖ Edited legal reports maintaining quality and TAT (turnaround time).
- ❖ Demonstrated strong attention to detail in order to accurately capture the nuances of conversations during transcription process.
- ❖ Adapted quickly to new technologies in order to efficiently complete transcription assignments.
- ❖ Adjusted settings for format, page layout, line spacing, and other style requirements.

Senior Transcriptionist

Strategic Legal & Accounting Outsource Services▪ Kolkata ▪ India

Aug 2014 - Jul 2021

- ❖ Responsible for manually transcribing/editing legal reports maintaining quality and TAT (turnaround time).
- ❖ Provided services and support to the legal group, ensuring processes and systems are being followed.
- ❖ Managed various client’s RDP (Remote Desktop Protocol) for processing the tasks and uploading and saving various legal documents.
- ❖ Provided all aspects of client interaction including verbal and written communication to ensure client satisfaction.

Sr. Quality Analyst

Sandgates Solutions Private Limited • Kolkata • India

Aug 2011 - Aug 2014

- ❖ Reviewed completed medical transcriptions to assess compliance with guidelines and industry standards.
- ❖ Responsible for editing manually generated medical reports keeping a constant vigil on the quality, accuracy, and TAT.
- ❖ Created monthly analytic-based quality assurance reviews.
- ❖ Provided fast feedback to medical transcription editors working on both manual generated medical reports and speech recognition software output to prevent errors from recurring.
- ❖ Spearheaded Australian offline process/and onshore and offshore team.
- ❖ Provided all aspects of client interaction including verbal and written communication to ensure client satisfaction.
- ❖ Provided support, advise, and educated transcription team members.

St. Mary's Technological Foundation • Kolkata • India

Public Relations Officer

Mar 2011 – Jul 2011

- ❖ Created presentations and reports outlining progress against objectives and provided recommendations for improvement.
- ❖ Established strong relationships with media personnel to ensure effective promotion of organizational activities.
- ❖ Updated and maintained content posted on web.
- ❖ Involved in conducting recruitment for in-house staff.
- ❖ Organized press conferences, media interviews, promotional events, and other public engagements to increase positive exposure of the organization.

Sr. Recruitment Manager

FocusMT (India) Private Limited, (Nuance Communications Inc.) • Hyderabad • India

Nov 2008 - Mar 2011

- ❖ Conducted BULK recruitment & complete the entire cycle through newspaper advertisements, online job portals – direct Sourcing and research by networking, database mining, follow-up on referrals for sourcing of candidates.
- ❖ Managed the complete recruitment life-cycle for sourcing the best talent from diverse sources after identification of manpower requirements and conducting selection interviews.
- ❖ Prepared induction schedule, completed joining formalities, updated the employee

- ❖ database, generated employee IDs and deputed the new joiners on actual job role.
- ❖ Conducted background checks.

Sr. Proofer/Editor

FocusMT (India) Private Limited, (Nuance Communications Inc.) ▪ Hyderabad ▪ India

Nov 2005 - Mar 2008

- ❖ Responsible for editing machine generated medical records by one of the most advanced technologies in the field of medical transcription under Dictaphone/eScription platform keeping a constant vigil on the quality, accuracy, and TAT.
- ❖ Adhered with legal and ethical standards for confidentiality under HIPPA (Health Insurance Portability and Accountability Act).

Senior Medical Transcriptionist

Vareque Communications, ▪ Kolkata ▪ India

Oct 2003 - Oct 2005

- ❖ Transcribed medical reports, operative notes, discharge summaries, office visit notes and other medical documents from recorded dictations from doctors and other health care providers with client set quality benchmark within prescribed TAT.
- ❖ Adhered to the HIPPA (Health Insurance Portability and Accountability Act)'s legal and ethical confidentiality standards.

Probationary Medical Transcriptionist

Infovision Software Pvt Limited ▪ Kolkata ▪ India

Nov 2002 - Sep 2003

- ❖ Responsible for manual transcription of various medical reports with good accuracy and maintaining TAT.
- ❖ Complied to the legal and moral confidentiality requirements of the HIPPA (Health Insurance Portability and Accountability Act).