



SOURAV SEN

Vice President | Digital Transformation | Advisory Consulting



20 Years 6 Months



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Profile Summary

Strategic Transformation Leader with 20+ years of experience in Operations advisory consulting, specializing in **Digital Transformation, Complex Program Delivery, Strategic Innovation Services and Business Process Management**. Proven expertise in delivering scalable, strategic transformation across industries, driving measurable business outcomes with agile methodologies and intelligent automation solutions establishing new ways of working to make processes simpler, better, and faster, while ensuring tighter controls through traceability and transparency. **Currently on a journey to building a strong foundation with higher data trustworthiness and ease-of-availability quotient** (to the entitled); to enable near real time **data ingestion from optimal source systems** and craft insights driven solutions **powered by GenAI**; paving way for **Agentic architecture** in future strategic roadmaps



Work Experience

Aug 2019 - Present

Vice President, Digital Transformation - Advisory Consulting

Accenture Solutions Pvt. Ltd.

Leading discovery and process diagnostics to unify the enterprise data model eliminating duplicate sources and enabling role-based, real-time access to agreed source of truth. Built and run the Automation CoE end-to-end: governance, delivery orchestration, infrastructure reliability; and spearheading cross-functional automation across Finance, HR Services, and Business Operations; designed intuitive executive dashboards that surface actionable insights enabling real-time detection, control, and decision-making.

Mar 2019 - Jul 2019

Vice President, Automation & Innovation - Global Automation

HSBC Technology

Directed global transformation solutions, communicated Global Automation strategy, established in-house capabilities, and built a repository of reusable components.

Aug 2016 - Mar 2019

Senior Manager, Robotic Process Automation (RPA) - Advisory Consulting

Accenture Solutions Pvt. Ltd.

Led end-to-end automation projects, executed process mapping, automated decision-making, and implemented solutions for Banking, Finance, HR, and Payroll.



Key skills

- Strategy Consulting
- Digital Transformation
- Continuous Improvement
- Business Case Creation and Analysis
- Process Architecture and mapping in MS Visio
- Qualified to Deliver Business Value (Celonis)
- Certified Scrum Product Owner®
- Agile Project Management | Scrum
- Project Mgmt. Tools | JIRA, Azure DevOps
- Visual Analytics | PowerBI, Qlik, Tableau
- ITIL® Foundation Certificate
- ITSM – ISO/IEC 20000 Foundation



Personal Information

City **Hyderabad**

Country **INDIA**



Languages

- English
- Bengali
- Hindi



Social links (Click on each)

[My online portfolio](#)

[My LinkedIn profile](#)



Strengths (Click on each)

- [Ideation](#)
- [Responsibility](#)
- [Strategic](#)
- [Communication](#)
- [Intellection](#)



Prior Experience ~12 yrs

- Manager 6Sigma Black Belt @Genpact
Dec 2014 - Jul 2016
- Asst. Manager Operations @Altisource
Oct 2013 - Nov 2014
- Asst. Manager Operations @HSBC
Aug 2005 - Aug 2012
- Technical Support Associate @Wipro
Jul 2004 - Jan 2005
- Customer Care Executive @Bharti Airtel
Jul 2002 - Sep 2003
- Executive (Sales) @Standard Chartered Bank
Apr 2000 - Oct 2000



Quick access links

[Click here for my certificates](#)

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[Click here for detailed experience](#)



Education

B.Com, 2005

University of Calcutta



Projects

6 Months

Establishing Automation CoE

Orchestrated the creation of diverse Delivery Models, designed a comprehensive Citizen Development Model, and devised a detailed Automation Journey and Implementation Guide.

11 Months

Pharma Regulatory Affairs Documentation Management

Directed optimization assessments, implemented system-level enhancements, and achieved a 30% reduction in effort with 100% quality compliance.

6 Months

Chatbot for FAQs on Policies and Procedures

Engineered the integration of all SOPs, executed keyword identification, and deployed supervised learning to establish the initial chatbot architecture.

24 Months

Building Cross-functional Centres of Excellence

Owning, crafting and leading the enterprise-level, cross-functional integration of business processes across teams and systems, defining and classifying taxonomies with unique labelling of services and associated rate cards, identifying interdependencies, and establishing a process maturity index with key performance metrics.



Training and Certifications

- ITIL v3 Foundation
- ITSM - ISO/IEC 20000 Foundation
- Deliver Business Value with Celonis
- Microsoft Career Essentials in Business Analysis, Data Analysis and GenAI
- Certified Scrum Product Owner (Valid upto October 2027)
- Agile Retrospectives
- Scrum Advanced
- Six Sigma Black Belt
- Advanced LEAN
- Design Thinking
- Microsoft Azure Data Fundamentals