

# SOURAV SEN

## VP / Director - Business Transformation, Intelligent Automation & Process Excellence

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Transformation and Intelligent Automation leader with 20+ years of experience driving enterprise-scale digital transformation, process excellence, Automation CoE setup, governance, analytics-led controls and business process modernization across banking, finance, HR, payroll, pharma and business operations. Proven record of simplifying complex operating models, scaling automation adoption, building executive dashboards, improving process transparency, and delivering productivity, quality and control outcomes. Current focus: GenAI-enabled transformation, source-of-truth data models and future-ready agentic operating architectures.

### SELECTED IMPACT

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| <b>100+ FTE</b> Productivity unlocked through RDBMS-led billing standardization and automation adoption.                                 | <b>30%</b> Effort reduction achieved in pharma regulatory documentation management with 100% quality compliance.                  | <b>CoE scale</b> Built and governed Automation CoE models, citizen development journeys, reusable components and executive dashboards. |
| <b>Cross-functional</b> Led transformation across Finance, HR Services, Payroll, Business Operations and regulated process environments. | <b>Controls</b> Improved traceability, transparency and decisioning through source-of-truth data models and real-time dashboards. | <b>AI-enabled</b> Designed chatbot / supervised-learning foundations and GenAI-enabled roadmap for insight-led transformation.         |

### CORE CAPABILITIES

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| <b>Transformation &amp; Operating Models</b><br>Business transformation   GBS/shared services   Process architecture   Service taxonomy   Change adoption   Governance | <b>Automation &amp; AI Enablement</b><br>RPA   Intelligent automation   Citizen development   Automation CoE   Chatbot foundations   GenAI roadmap | <b>Data-led Controls &amp; Analytics</b><br>Power BI   Qlik   Tableau   Celonis   Source-of-truth design   Executive dashboards   KPI frameworks | <b>Delivery &amp; Methods</b><br>Agile/Scrum   JIRA   Azure DevOps   Lean Six Sigma   ITIL/ITSM   Business case creation   Continuous improvement |
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### PROFESSIONAL EXPERIENCE

**Vice President, Digital Transformation - Advisory Consulting** | Accenture Solutions Pvt. Ltd. | Aug 2019 - Present

- Lead discovery, process diagnostics and transformation design to unify enterprise data models, remove duplicate sources, and improve role-based access to agreed source-of-truth information.
- Built and run Automation CoE capabilities covering governance, intake, delivery orchestration, reusable automation assets, infrastructure reliability and adoption enablement across Finance, HR Services and Business Operations.
- Conceptualized and scaled a low-code/no-code billing standardization solution leveraging RDBMS principles improving billing accuracy, traceability and productivity, with 100+ FTE productivity impact and stronger controls over billing data flows.
- Designed executive dashboards and KPI frameworks to surface operational health, process maturity, exceptions and decision-ready insights for senior stakeholders.
- Driving future-state data trustworthiness, GenAI-enabled insights and agentic operating architecture thinking to simplify work, increase transparency and accelerate decision-making.

**Vice President, Automation & Innovation - Global Automation** | HSBC Technology | Mar 2019 - Jul 2019

- Directed global transformation solutions, communicated automation strategy, established in-house capabilities and built a repository of reusable automation components.
- Partnered with business and technology stakeholders to strengthen automation adoption, delivery discipline and value realization across global automation initiatives.

**Senior Manager, Robotic Process Automation - Advisory Consulting** | Accenture Solutions Pvt. Ltd. | Aug 2016 - Mar 2019

- Led end-to-end automation projects across banking, finance, HR and payroll, including process mapping, automated decision logic, implementation support and operational adoption.
- Supported automation-led business transformation through process re-engineering, governance, delivery management and measurable operational improvement.

### SELECTED TRANSFORMATION PROGRAMS

**Billing Transformation & Standardization:** Built low-code/no-code billing standardization capability using RDBMS principles to structure rate cards, rosters, FX and billing inputs, improving billing traceability, transparency and productivity; delivered 100+ FTE productivity impact.

**Automation CoE Establishment:** Orchestrated delivery models, citizen development model, automation journey and implementation guide to move automation from project delivery to scaled adoption.

**Pharma Regulatory Affairs Documentation Management:** Directed optimization assessments and system-level enhancements, delivering 30% effort reduction with 100% quality compliance in a regulated documentation environment.

**Chatbot for FAQs on Policies and Procedures:** Engineered SOP integration, keyword identification and supervised-learning foundations to establish the initial chatbot architecture for policy/procedure access.

**Cross-functional Centres of Excellence:** Led enterprise-level integration of business processes, service taxonomies, rate-card linkages, interdependency mapping and process maturity metrics across teams and systems.

### EARLIER CAREER

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| <b>Manager, Six Sigma Black Belt</b>   Genpact   Dec 2014 - Jul 2016 | <b>Assistant Manager, Operations</b>   Altisource   Oct 2013 - Nov 2014  |
| <b>Assistant Manager, Operations</b>   HSBC   Aug 2005 - Aug 2012    | <b>Technical Support Associate</b>   Wipro   Jul 2004 - Jan 2005         |
| <b>Customer Care Executive</b>   Bharti Airtel   Jul 2002 - Sep 2003 | <b>Executive - Sales</b>   Standard Chartered Bank   Apr 2000 - Oct 2000 |

### CREDENTIALS, EDUCATION & STRENGTHS

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| <b>Certifications &amp; Learning</b><br>Certified Scrum Product Owner (valid until Oct 2027)   Celonis - Deliver Business Value   ITIL v3 Foundation   ITSM ISO/IEC 20000 Foundation   Scrum Advanced   Agile Retrospectives   Six Sigma Black Belt   Advanced Lean   Design Thinking   Microsoft Career Essentials in Business Analysis, Data Analysis and GenAI   Microsoft Azure Data Fundamentals | <b>Education</b><br>B.Com, University of Calcutta, 2005 | <b>CliftonStrengths®</b><br>Ideation   Responsibility   Strategic   Communication   Intellection |
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### QUICK ACCESS LINKS

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|---|--|
| <a href="#">My online portfolio</a>             | <a href="#">My Gallup CliftonStrengths® evaluation</a> |
| <a href="#">My LinkedIn profile</a>             | <a href="#">My Top 10 Strengths</a>                    |
| <a href="#">My certificates and credentials</a> | <a href="#">My Strengths   Ideation</a>                |
| <a href="#">My one-pager</a>                    | <a href="#">My Strengths   Responsibility</a>          |
| <a href="#">My past experience</a>              | <a href="#">My Strengths   Strategic</a>               |
| <a href="#">Microsoft credentials</a>           | <a href="#">My Strengths   Communication</a>           |
| <a href="#">Credly verifiables</a>              | <a href="#">My Strengths   Intellection</a>            |

### TARGET ROLE ALIGNMENT

Best aligned to VP / Director roles in Business Transformation, Intelligent Automation, Process Excellence, Delivery Excellence, GBS / Shared Services Transformation, Service Transformation, Reporting Transformation, AI Enablement and Transformation Governance.