SOURAV SEN

Vice President | Digital Transformation | Advisory Consulting

20 Years 6 Months | (+91) 9966681978 | nesvaruos@gmail.com

Profile Summary

Strategic Transformation Leader with 20+ years of experience in 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.

Spearheading the management of a newly established Automation CoE by overseeing governance, orchestrating delivery, ensuring infrastructure integrity, managing the cross-functional Automation Program for Finance, HR Services and Business Operations, and pioneering an Operations Command Center.

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

Click here for my One-pager

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.

Certification

- ITIL v3 Foundation
- ITSM - ISO/IEC 20000 Foundation
- Deliver Business Value with Celonis
- Process Mining From Theory to Execution
- Certified Scrum Product Owner (Valid upto October 2025)
- Agile Retrospectives
- Scrum Advanced
- Six Sigma Black Belt
- Advanced LEAN
- Design Thinking
- Change Management