



# Arnab Chatterjee

## Account and Project Manager

Management Consulting Professional with 8 years of experience in delivering high impact data driven and technology projects. Proven expertise in Strategic Planning, Analytics, Digital transformation ,and leading cross functional teams in BFSI, IT and Manufacturing industries.

## Contact

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### Address

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## Education

MBA IIM Ahmedabad

B.E (Electrical)Nagpur University

## Primary Skills

Business Consulting and Strategy  
Process Improvement & Design  
Project and Product Management  
Research & Go to Market Strategy  
Digital Products & Analytics  
Cross Functional Team &  
Stakeholder Management

## Technology/Tools

MS SQL Server  
MS Office & Power BI  
Axure, Visio  
Jira, Confluence

## Knowledge Domain

- Retail Banking
- Corporate Banking
- Lending
- Wealth Management
- Credit/Market Risk
- Capital Markets
- IT Sales & Business Development

## Expertise

- User Flows
- Wireframes & User Storyboards
- Project Management
- Certified Scrum Master

## Experience

### ITC Infotech | Bangalore

April 2023 - Present

#### Account and Project Manager

- Ability to work with Customer, IT and Business, refined customer requirements into high level design, managing Customer Expectations
- Conducted extensive research into As-In business of customer, competitor analysis to create actionable insights, leading to better understanding of user personas
- Managed projects and created a detailed business process roadmap for Fortune 500 clients
- Responsible for Top Line growth and profitability metrics engaging the right stakeholders

### Bank of Baroda | Kozhikode, Kerala

April 2019-Jan 2022

#### Assistant Manager (Business Analysis & Products)

- Understood As-In Business, initiated BRD process to understand business problems and coming up with a high level proposed solution for the business requirement taking into account systems impacted and risk mitigation strategies.
- Participated in JAD sessions, gathered requirements in collaboration with SME's, system architects, and other stakeholders leading to formulation of wireframes
- Initiated the SDLC, post BRD, FRD and Functional/Non Functional requirements, created user stories and obtained signoff
- Created actionable roadmaps based on market insights and product strategy, owning the Product Requirements Document (PRD) with epics, user-stories, and wireframes
- Generated INR 90M in yearly savings with substantial workload reduction by conceptualizing a digital payments product for the bank
- Prioritized product backlog and effectively set up all agile ceremonies to be followed by scrum team and seamlessly transitioned from waterfall to agile

### Vijaya Bank | Bangalore & Kozhikode

July 2016 - Mar 2019

#### Assistant Manager (Lending & New Digital Initiatives)

- Developed and maintained business process documentation for the entire retail asset and liability products of the bank
- Exceeded P&L expectations and increased the total lending business of the branch from INR 900M to INR 1200M by onboarding and mentoring multiple cross-functional teams
- Conducted discovery, gap analysis, market research, and laid down actionable insights leading to reduction in operating expenses by 20% and customer footfall by 40%
- Conducted data analysis, analytics and leveraged management information system (MIS) to attain 40% (INR 550M) revenue growth in liability products over a period of two years
- Played a key role in implementing a digital transformation strategy worth INR20M for retail and core banking to enhance customer journey across different digital channels with a primary focus on mobile banking
- Transformed processes to keep monthly downtime at less than 10 hrs. (Top 5% in the region) for ATM and CDM and replicated to 70+ branches
- Attained credit growth of INR15M (QOQ) by formulating and implementing a business transformation strategy for MSME clients to optimize their cash flows during the pandemic
- Drove change management initiatives and mentored multiple cross-functional teams on account of the M&A of Vijaya Bank with Bank of Baroda leading to exceptional improvement in customer satisfaction and perception

### Concast Bengal Industries Ltd | West Bengal

Sept 2013 - Dec 2014

#### Maintenance Engineer (Project Management)

- Monitored and driven team performance of a cross-functional team of 10 members to identify complex electrical problems and automate fault detections, resulting in reduction of production downtime by 50% (Less than 4 hours)
- Conducted evaluation of organization's workflows, implemented process improvements to optimize internal processes and determine cost drivers in processes using detailed methodologies
- Responsible for quarterly project planning and business analysis, fund planning, and payment processing for all ongoing projects; liaised with QA/ QC and Audit teams for audit, adherence to process quality standard and business level support implementation