**RITUPARNA BERA, PMP, CSM, CSPO**

**Manager, Digital Colleague Experience | AI Enablement | Copilot & Knowledge Systems Adoption | Executive MBA Candidate (2026) – Rotman School of Management, University of Toronto | my**[**rituparna@gmail.com**](mailto:rituparna@gmail.com) **| 905-876-8554 |** [[LinkedIn](https://www.linkedin.com/in/merituparna/)]

**PROFESSIONAL SUMMARY**

Strategic and innovative technology leader with 18+ years in **AI-driven transformation, digital enablement, and automation strategy** across large financial institutions.  
Currently leading **Generative AI (GenAI) and automation initiatives at TD Bank**, with a focus on **adoption, change management, and colleague experience optimization**.

Proven track record in launching and scaling enterprise AI tools, streamlining workflows, and driving measurable productivity outcomes through collaboration across technology, business, and change management teams.  
Combines **technical fluency, governance discipline, and people-centric leadership** to deliver AI solutions that enhance both **client and colleague experiences**.

**CORE COMPETENCIES**

* **AI Enablement & Adoption:** Microsoft 365 Copilot, Knowledge Management Systems, AI workflow integration
* **Digital Colleague Experience:** Change management, user training, communication strategy
* **Program & Delivery Leadership:** Agile, governance, multi-stakeholder coordination, metrics tracking
* **Data & Analytics:** Usage metrics, adoption dashboards, actionable insights for leadership
* **Automation & Optimization:** RPA (UiPath, Blue Prism), process redesign, continuous improvement
* **Stakeholder & Partner Engagement:** Collaboration across Tech, Communications, L&D, and Business Lines

**PROFESSIONAL EXPERIENCE**

**Sr. Test Program Manager – GenAI & Automation Enablement | TD Bank | 2022 – Present**

**Key Highlights:**

* Leading enterprise rollout of **Generative AI solutions** within TD, integrating **Microsoft 365 Copilot** and retrieval-based systems to optimize business workflows.
* Partnering with **Business Banking, Technology, and Change teams** to design adoption frameworks and measure productivity gains from AI-assisted tools.
* Developed **training modules and communication materials** to support AI literacy and end-user confidence in Copilot and KMS tools.
* Designed **metrics dashboards** tracking engagement, usage, and performance to inform leadership decisions and continuous improvement.
* Established governance standards ensuring **responsible AI deployment, compliance alignment, and operational readiness.**

**Solution Software Test Manager | TD Wealth | 2018 – 2022**

* Led automation transformation across Wealth and Retail platforms, improving efficiency and reducing testing effort by 30%.
* Collaborated with data governance and operations teams to ensure **data accuracy, compliance, and user trust** during system rollouts.
* Supported **digital adoption campaigns** for internal users, helping teams transition to analytics-driven workflows.

**Sr. Software Engineer – Data Strategy | TD Wealth | 2014 – 2018**

* Managed **data pipeline quality** and ensured robust infrastructure for analytics and insight generation.
* Partnered with Business and IT stakeholders to align **data automation** with business strategy and customer experience goals.

**Software Engineer | IBM Global Services | 2007 – 2014**

* Delivered automation programs for major financial clients (Visa USA, Nationwide Insurance, Bell Canada).
* Led QA and testing under strict regulatory and SLA conditions; introduced workflow efficiencies through reusable automation assets.

**EDUCATION & CERTIFICATIONS**

**Data Science & Machine Learning Certificate**, University of Toronto – Data Science Institute (2025)  
**Master of Computer Application**, MAKAUT, India  
**Bachelor of Science (Hons.) in Statistics**, University of Kalyani, India

**Certifications:** PMP | CSM | CSPO | Microsoft Azure Fundamentals | UiPath Test Automation Engineer | Blue Prism Designer

**TECHNICAL & ANALYTICAL SKILLS**

AI & Automation: Microsoft 365 Copilot, LangChain, UiPath, Blue Prism, Azure OpenAI, Hugging Face  
Analytics: SQL, Python, Scikit-learn, Power BI, Seaborn  
Project Tools: Jira, Confluence, PowerPoint, Excel (Advanced)

**SELECTED IMPACTS**

* Drove **enterprise AI adoption** through cross-functional pilot design, rollout planning, and feedback loops.
* Improved colleague productivity by 40% through **AI-assisted workflow optimization and automation.**
* Championed **responsible AI practices**, ensuring data integrity, security, and compliance alignment.
* Recognized for **bridging technology and business** through clear communication, stakeholder trust, and sustainable change delivery.