

ABHISHEK CHATTERJEE

India Head | Global Digital Transformation & Transition Leader | Expert in Enterprise Architecture, Product Management, Transition, Generative AI (Functional & Early Adopter) and Pioneer of Hyper-Automation,
Creator of 5+ GCC/GIC & CTO Practices from Scratch.

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- **LinkedIn:** [abhishekchatterjee89](https://www.linkedin.com/in/abhishekchatterjee89)
- **Current Location:** Telangana (Hyderabad)
- **Reach:** `12 K followers + ~5K in Groups



- **Total Exp:** ~15 yrs (~180+ months)
- **CAPEX owned:** \$15+ Mil
- **OPEX owned:** \$8+ Mil
- **PnL (Revenue Target):** \$20 Mil
- **GOM (Margins):** ~36-50%
- **SOC (Team size):** 220 FTEs
- **Mobility, Shift, Location:** 100 % Flexible
- **Age:** 35 years, **Sex:** Male

SCAN QR for Detailed Profile, R&R, Citations

0. Ideal Candidate for: Global Capability/Information Centre (GCC/GIC) Setup, GCC Location Strategy, GCC Tech Ops Roadmap, GCC Value Proposition, Digital & Agile Transformation, Tech Strategy & Operation, Program Management, Change Management, Intelligent Automation, AI/ML based Web/Mobile App Prototyping, ERP Deployment, Driving Innovation, Design Thinking.

1. Seeking Roles: Country Head, GCC Leader or similar CTO office driven Leadership role in Digital Transformation, Transition, Project, Program, Product owner, Account, IT Ops (Automation) Management. Multitasking as a Partner, People, Vendor, Customer Success – Manager.

2. Industry: FMCG, CPG, Retail, Tobacco, Brewery, F&B, Aviation – Aircraft Maintenance (Major Maintenance & Tech Pub), BOT (Built Operate Transfer) – Shared & managed services, BPO, KPO, ITES, IT Operations.

3. Bumper Sticker: The Torrent of Transformation – **14 Large Scale Projects Delivered of \$~5-10 Mil+ each of diversified experience in Digital & Agile Transformation, Global Capability Center (GCC) / Global Information Center (GIC) Setup using the Build Operate Transfer (BOT) model, Hyper Automation, and AI/ML Integration.** Proficient in managing **end-to-end enterprise solutions**, including **Program Management, Change Management, Shared/Managed Services and Intelligent Automation**, with specific expertise in **Generative AI/ML-based platforms** and **ERP deployment**. Complimented by extensive proven skills in GTM Strategy & Consulting - Enterprise Architect for ISV/OEMs, captive, shared & managed services. COE owner in Continuous Improvement, Business Excellence, Process streamlining & Enterprise Architecture.

Skilled in leveraging these technologies to build scalable solutions. Renowned for **setting up and scaling Global Automation & AI/ML Practices**, Domain expertise in **FMCG, Retail, Aviation, ITES, and Shared/Managed Services**.

Expert/Top consultant for top 3 Insight/Knowledge aggregators:

- **GLG Insights** – GCC, GIC, COE Setup, Shared & Managed Services.
- **Knowledge Ridge** – Global IT Trends, Technology & Strategy Consulting.
- **Alpha Sights** – Applied AI trends, Enterprise Architecture Review, ODC.

4. Certifications (Top 6):

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| <ul style="list-style-type: none">• TOGAF 9.2 – Enterprise Architect• IASSC® LSS Black belt – Quality & Transformation• PRINCE2 v2017 – Project Management | <ul style="list-style-type: none">• SAFe® v4.5 – Scaled Agile• ITIL Interim. RCV – Release Control Validation.• UiPath – Solution Architect & BA. |
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5. Feats (Current role at Veritra & Immediate Past at PepsiCo Global)

- Head of Software development for **Veritra.com** Parent Company of **rsaamerica.com** –
 - ✓ Implement a Generative AI Practice Focused on - **functional user base creation of Generative AI (Prompt Engineering) & Applied AI, Large Language Models (LLMs), Computer Vision Ex: ChatGPT, MidJourney, Stable Diffusion, Runway ML, Suno, Gamma, Eraser.io.**
 - ✓ As the overseer of software development processes, I direct the organization's Profit & Loss (P&L) responsibilities, ensuring the profitability of the company.
 - ✓ Lead the end-to-end management of software development processes within the organization, overseeing planning, implementation, and maintenance (**100 FTE+ member Team**)
 - ✓ Drive the formulation of long-term strategies and policies for the Software Development Department, aligning with organizational objectives.
 - ✓ Manage customer relationships within the retail domain, specifically with a large portfolio of grocers, providing comprehensive technological support.
 - ✓ Collaborate closely with senior management to align technology initiatives with business strategy, while monitoring project status and staying updated on emerging technologies.
 - ✓ Conduct rigorous technology and ideology reviews, establish and enforce quality standards, oversee Research and Development tasks, and manage system reuse repository.
 - ✓ Oversee third-party controls and interfaces, empowering developers with tools and knowledge to enhance productivity and efficiency.
 - ✓ Assume accountability for **Enterprise Architecture & create the same (Hands-On)**, driving the design and development of large-scale applications, ensuring alignment with org. objectives.
 - ✓ Provide visionary leadership to the company, overseeing, coordinating, and evaluating the development team's performance and output.
- Co-Create a **Mobile App (Own IP)** – Similar to **Trax & Snap2Insights** (Applied AI) – with a **20+ member** focus team capable of catering to Retail Use cases (**Planogram Compliance** & Other similar **Custom KPIs**), WIP to integrate to CRM (Salesforce), SCM (Optimize last mile delivery, fleet & route planning to reduce demand vs supply vs shelf gaps), WFM & Customer Insights & Flavor Profiling (Increase Brand Market Share)- **~11% to 17 % increase in sales**, to scale up globally by EOY.
- Co-Create a **Compute Vision Platform (Own IP)** – with a **50+ member** cross functional team capable of catering to **Industry 4.0 (IIOT)** use cases to detect Quality defect in PET bottles, dented cans, exploded vs imploded containers, horizontal vs vertical broken seals, Cross contamination of seasoning, seeds, burnt chips, incorrect labels etc. drastically bringing down **COPQ** Cost of Poor Quality & Eliminate Muda (Waste of transportation/reverse Logistics) - **~\$15 Mil USD** Preventive savings (just for LATAM), to scale up globally by EOY.
- Upsell & Foster a **Federated HyperAutomation CoE** – implement a charge back model & capabilities for Global demands of Pepsico Automation initiatives (**Digital Factory**) – Using a Blend of 4 pillars – Data & Analytics (**Ai/ML Ops**) + **IDP** (Intelligent Document Processing - Hyperscience) + **RPA** (UiPath) + Conversational/Visual AI + Process Discovery (Celonis) - **~33% Increase in Capacity** per Geo.

Project Names: PepVision & PepSense Platforms, Advantage Potato Peeling, FLNA Cross Contamination, Seed Inventory Management, Label Right, PMF LATAM Market & Quality Returns, GBS Automation factory.

6. Salient Points (Past engagements – Last 3):

- **People manager with multimillion-dollar CAPEX & OPEX:** responsible for driving digital transformation via Hyperautomation, IOT with AI/ML & CV (Computer Vision) platform to create apps & web portals to capture & provide insights on typical retail/FMCG KPIs like **Planogram, Share of Shelf (SoS%)** SCM Planning & Store Analytics. Lower manufacturing defects & reduce pressure on OPM (Operating Margin) by reducing cost incurred from reverse logistics (ranging from Label detection, seed segregation, peeling defects, contamination, exploded, imploded, compromised, broken seals, dents & determine/reduce

unsalvageable goods). Ensure CV Platform has easy onboarding, stickiness & scalability across use cases (From ICR/OCR – Document Understanding as a Service DaaS to Complex ML Infused uses cases).

- Responsible for creating **Enterprise Architecture for Implementation of HyperAutomation COE**, boosting profitability, devise Go to Market **GTM strategy** (**Hoshin Kanri, X-matrix, Catch-ball & SWOT**) as a Product Owner. Account expansion, penetration & leveraging personal contacts & resources to capturing evolving & matured market for Intelligent Automation including Blue & red Ocean markets, cracking large Enterprises as a secondary ISV & primary ISV MSMEs.
- **Handled Enterprise scale PnL Account, leading 120-member team** for **32 clients** across Geo, reporting into **Senior VP**. Responsible for maintaining **GOM** (Gross Operating Margin ~35%). Cross training entire skill pool in UiPath, Automation Anywhere & Blue Prism (**VARK Modalities**) thereby creating a high availability, flexible, attrition & shrinkage proof skill pool. Account Expansion/ penetration & expansion Fostering a learning culture & healthy competition (**Norton & Kaplan balanced score card**). Creation of customized industry & Domain specific solutions, Migration to Cloud (Azure & AWS) Capabilities complimented with Process & Task Mining to provide true E2E all-encompassing digital solution.

7. Skills Snapshot/BAU Deliverables:

- **Expert in** – AI COE Setup (applied & Generative AI, Prompt Engineering (ChatGPT, Gamma, Eraser, Runway ML, Midjourney, Stable Diffusion & Eleven Labs). Client, partner, vendor & team management, delivery excellence, continuous Improvement, Digital Transformation via RPA, Co-RPA, iBPMs, iPAAS, IDP, Machine Learning BPO/KPO/ITES, Shared services, Operations, project, program & service delivery management, Pre-Post-Sales support. Escalation Handling, enforcing adherence to process controls (SLA, TAT, APT, Attrition & Shrinkage). Steer Co & Governance Calls, IT Spends vs Value Forecasts, VOC (Voice of Customer) & VSM (Value Stream Mapping), Architectural Diagrams (Conceptual, Logical, Physical), Technical Tool Evaluation, Gap analysis, UAT & success criteria, RAID, RACI, RAG, CAPEX/OPEX – CBA (Cost Benefit Analysis), Product Roadmap, Resource Loading, Capacity utilization, ARB (Architecture Review board), Controls of Liquidation & spillage Cost Overrun, Consumption of Service credits, Negotiations (Contract & Bid defence) & Fitment check (People, Process & Technology), Open to learning & immune to (**Dunning-Kruger effect**).
- **Proficient in** – Enterprise & solution architecting, analytical capabilities, technical documentation ranging from drafting Burndown charts & Product backlog, MSLA, Gantt Charts, As-is & To-Be, RAID, RACI, RAGs, FMEA, PMAP, SOW, SOP, FAQ QRG to Engineering documents like BOM, IPC. Front ending Internal & External Audit – SOC/MICS. **RFX** (Intent, proposal, quote), Tool Evaluation Matrix, FMEA, RCA, 5Y CTQ drill Down, DMAIC, PDCA, Lean & Kaizen, Waterfall & AGILE (Scrum, Kanban & XP), Performance management, 1on1 / 121 for Reportee's (**N&K balanced Score card model**). Significantly truncating (**Veblen effect** & reducing **Polanyi's paradox**) for the end user.
- **A seasoned veteran** – in Enterprise, RPA Solutions Architecture, program, product, project management (traditional waterfall, SDLC, PDLC & AGILE (Scrum, Kanban & XP), E2E Transition and Transformation (DMAIC, PDCA). Integrating applications & performance monitoring of People/Process & Technology & correlating it to business/efficiency. **SWOT** analysis, Product Roadmap, Burndown charts & Backlog tracking, Conduct Interviews (**STAR Methodology**), Process maps, Project Plan, Solution Designs, SOP, SOW, WOW. Creating massive value to SCM, FMCG, F&B, hospitality, CPG & retail customers by eliminating (**The Cobra Effect** arising out of **Goodhart's law**).

8.Key/Named Accounts handled:

Evolutionary Engagements: COE Enhancement & additional Capabilities.

- Pepsico – AI/ML/IOT/ HyperAutomation & Computer Vision – Captive [**ACTIVE**]
- ABINBEV GCC, ITC Ltd. & ITC Infotech (PCPB, Foods, Tobacco, MAB, R&D) – Captive.
- Holland & Barrett, Woolworth (ITC Infotech) - Shared & Managed Services.

Turnkey Projects: Green field Implementation (Automation/PEX COE) from scratch.

- Veritra & Veritra.ai (JV, Co-op with RSM Saudi) – Shared Services
- Syngenta (Capgemini), Reckitt Benckiser (Neeyamo) - Shared Services.

- Asahi & CUB (Carlton United Breweries) (ITC Infotech) – Managed Services.

Other Engagements: Digital Transformation COE/ Account Management.

- Bombardier Aerospace, Air India, Instruments Avion – Aviation.
- Accor, Airbus, Colruyt, Epiroc, Crown Packaging, Finnair, Haworth, Henk Witke, Honeywell, Koch, Kone, Merck, Masdar, Hyundai, Optum, Al-Futtaim, Northmarq – ITC Infotech – Shared Services.

GTM engagements: Strategy & Consulting

- AutomationEdge, Mindmap Learning & Digital
- Biami.io – Product & Ecosystem.
- Sevn3.ai – HPE Aruba, Asyad, Axis Securities, BNY.
- qbadvisory.us (Quantum Business Advisory) – Arcelor Mittal.
- NIIT.com – Viatris (Pfizer), BOARE.ai.

9. Tools Exposure:

- MS Office Suite, JIRA, Draw.io UiPath, Automation Anywhere, Blue Prism, WorkFusion, SAP HCM & MM (Functional), Winshuttle, Arbortext Epic Editor, AutoTrol Tech Illustrator.
- Commendable knowledge on ICR/OCR (ABBY – Fine Reader, Flexicapture, AWS Textract, Tesseract, Hyperscience), WFM (Kronos), Process Mining (Celonis, Epiplex, Fortress IQ), CRM (SFDC Lightning, Salesforce), ITSM (SNOW, BMC Remedy), ERP (SAP), SCM (Dassault Quintiq, Anaplan), Ulead Video Studio, Adobe Audition, Machine learning, Cloud, ESB, ETLs, APIs, Network & firewall, Troubleshooting, Time & Attendance (Deltek Costpoint), Payroll systems (ADP Payforce), Hypervisor, Virtualization, Hardware & Networking, Electronics.

10. Career Milestones (Documented experience):

- Veritra (RSA America) – Head of Software Development – (02.04.2024 -Till date)
- Pepsico Global – Architect AI/ML, Hyperautomation & Computer Vision (22.11.2021 – 01.04.2024)
- Mindmap Consulting – AVP – (06.08.2021 – 18.11.2021)
- AutomationEdge – Technical Manager – (17.11.2020 – 05.08.2021)
- ITC Infotech – Lead Consultant (Automation Practice Lead) – (11.02.2019 – 13.11.2020)
- ABInBEV – Principal Analyst (HRIS & ITSM) – (19.03.2018 – 08.02.2019)
- Neeyamo – Assoc. Process Lead (HRO & ITSM) – (05.05.2017 – 22.01.2018)
- Infosys – Team Lead – (12.10.2016 – 30.04.2017)
- Capgemini (Consultant/Team Lead-Kolkata) – (28.02.2014 – 16.09.2016)
- Capgemini (Assoc. Consultant/SME) – (06.05.2011 – 27.02.2014)
- Avionics Apprentice (Major & line Maintenance – IFE) – (17.01.2011 – 27.04.2011)
- Avionics Apprentice (Overhaul & shop/bench Maintenance - ES) – (24.03.2010 – 24.09.2010)

10. Proven Track record:

- Winner of Pepsico's Prestigious **ACT as OWNER** award **4x** – in a span of Less than 1 Year.
- Trusted as one of the stalwarts in the automation space, owning the largest Forum (Telegram Channel) of Automation Jobs: https://t.me/AUTOMATORS_JOBS_RPA
- Highest appraisal rating, with team Satisfaction score of **9.3/10** consecutively for 2018-19 & 2019-20
- 14/14** projects delivered On-Time & Above Customer Expectation, with spillage less than \$50K.
- ABInBEV Top performer for FY2018-19 with **60 FTE savings**.
- Responsible for 500+ bots** across LOBs/Domain, function & Organizations throughout career.
- Long Service Award with Capgemini – “5 years of Service” – 2016.
- Customer “Syngenta Olympic SILVER award” – 2016.
- Dual Lean Six Sigma, “Green Belt Certified”, Project Id – 30626, 41783.
- Lean Six Sigma, “Yellow Belt Certified”, Project Id - 30629.
- Awarded Soaring eagle for “Q2” 2015, “Q1” 2016, “Q4” 2014.
- Awarded Retention Bonus till INR 50,000 X twice.
- Awarded the **ELITE SUPERIOR ACHIEVEMENT** award by **Bombardier**
- Received Productivity and Quality award for “Q3” 2013, “Q1” 2012.

- Refer Awards under career section: <https://www.linkedin.com/in/abhishekchatterjee89/>

11. Educational Background

- Bachelor of Science (A.M.E) Aircraft Maintenance Engineering – Singhania University – IIASTM, Hyderabad, 2013 – 80.23%
- AME (Avionics) – DGCA (Director General of Civil Aviation) – IIAS, Kolkata, 2010 – 80.94%
- Licenses mentioned below are issued by the Indian Government **DGCA (Director General of Civil Aviation)** & are equivalent to **ICAO (International Civil Aviation Organization) TYPE – II Standard.**
 1. Electrical System – June 2010 – 75%
 2. General Engineering and Maintenance Practices – 80%
 3. A/C Rules and Regulation – 71%
- Class XII (+2) – ISC - St. Augustine Day School, ShyamNagar, 2007 – 77.50%
- Class X – ISC - Modern English Academy, Barrackpore, 2005 – 79.20%

12. USP's (Unique Selling Points) & Interests:

- High Integrity & **PRINCIPLED** Individual – a rare trait.
- Can Sell Refrigerator to an Eskimo. Has a cult following in LinkedIn (11K+) around Automation space.
- Puts Team & org's interests ahead of personal recognition & benefits –Balanced EQ, IQ & SQ.
- Worked with multi-lingual/cultural client – Blended Client Facing role, coupled with Team & Vendor Management.
- Gifted with Leadership skills & the power to motivate, was the elected: School Prefect (X)/School Vice-Captain (XII).
- Avid presenter & orator – championed Capgemini at “Toast Master’s International” and became finalist twice 2014 and 2015.
- Articulate salesman, workaholic with an extremely steep learning curve, flexible, devoted & a deep-seated sense of ownership.
- Innovates, inspires and leads by an example, works on War footing – Frugal & biased for action.
- *Interests:* Helping People with my network & connections for job (12+ Groups – 5k+ reach), 11K+ followers in LinkedIn. Study - Global Economy & geo-politics, Studying Military Hardware, Strategy & autopsy of global conflicts.

FAQ & PII details for Recruiters & BGV/Screening team:

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| <ul style="list-style-type: none"> • Languages Known: English, Hindi and Bengali • Nationality: Indian • Sex: Male • Date of Birth: 06-02-1989 • Father’s Name: Mr. Pradip Chatterjee • Mother’s Name: Mrs. Madhabi Chatterjee • Nationality: Indian • Passport Number: U2901376 • Valid up to: 04/10/2030 • PAN no: AIFPC0972J • UAN: 100073058243 • NSR Details: ACK No: 121099350I • ITPIN: 731143663911 / TIN: AL201R16737 | <ul style="list-style-type: none"> • Current Location: Hyderabad • Preferred Location: Kolkata/Bengaluru
Global>Remote>KOL>BLR>PUN>HYD • Notice Period: 90 days Official (Non-Negotiable) • Current CTC: XX LPA (90:10 Fixed & Variable) • Expected CTC: YY LPA INR Negotiable • Shift Flexibility: Flexible upon compensation. • Willing to Relocate: Yes. • Willing to travel: Yes • Passport/PAN/AADHAR: Yes • Visa: No. |
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I, **Abhishek Chatterjee**, hereby declare that the information contained herein, is true and correct to the best of my Knowledge & Belief.