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Top Skills

AI Solutioning
AI-Powered SDLC & DevOps Acceleration
Context Engineering

Languages

English (Full Professional)
Bengali (Native or Bilingual)
Hindi (Native or Bilingual)
Punjabi (Elementary)

Certifications

Certified Scrum Product Owner ® (CSPO)
PMP Foundation Course
Design Thinking Coaches Training
IC Agile Certified Agile Coach (ICP - ACC)
Certified Scrum Master ® (CSM)

Honors-Awards

Additional Honors & Awards
Accenture Celebrates Excellence Awards, FY16
Agile Community Champion, Accenture - 2015-2016
Core Agile Community Champion, Accenture - 2016-2017
Employee of the year 2010 for Castle Rock Corporation

Publications

Effective requirement gathering using Design Thinking Technique

Arjun Ghosh

Applied AI (Agentic-AI & Gen-AI) Solutioning & Forward-Deployed AI Consulting | Digital & Business Transformation | Scaled Agile Advisory | CAIO & CTO at flexilytics.ai | Founder at Loyla.ai India

Summary

Arjun is a growth-focused Technology Leader with + in Digital Transformation, AI & Automation-led Product Delivery, and Enterprise IT Strategy across BFSI, CX, Retail, Health, Manufacturing & Government sectors. Recognized for enabling Fortune 100/500 & public-sector organizations to accelerate value creation by re-architecting legacy portfolios into lean, value-driven digital ecosystems—enhancing throughput, cutting operational overhead & directly linking IT outcomes to P&L impact and shareholder value.

Trusted CXO Advisor for AI Strategy, GTM Roadmaps, L2C Optimization & Monetizable Platform Builds, he has designed & delivered large-scale transformation programs that embed Agentic-AI, Scaled-Agile & DevOps into modern SDLC/STLC and ITSM workflows—achieving faster delivery velocity, higher ROI, and measurable KPI/OKR gains. His architectural approach emphasizes Cloud-Native, Mobile-First, Microservices, APIs, Intelligent Automation, Cybersecurity, & Data-Warehousing to deliver sustainable operational excellence and market competitiveness.

He has led programs with 300+ FTEs, managed \$10M+ portfolios, and consistently delivered 15–25% cost reductions, 10–15% productivity gains, 20–30% efficiency improvements, and 2x faster GTM execution. His credentials include an Executive MBA (XLRI), MDP in Digital Transformation & AI (IIM Kozhikode), and a B.Tech in Computer Engineering.

Specialties: | | | & | - | | | &

Key Relevant Experience (20+ years):

Techno-Functional Skills:

- Digital Transformation – 12+ yrs

- AI Advisory – 1.5 yrs
- Gen-AI & Agentic-AI (hands-on coding) – 1 yr
- Product Family Creation – 7+ yrs
- Enterprise Agile/DevOps – 15+ yrs
- IT-GCC Strategy – 2+ yrs
- Past roles: Program/Delivery Manager, SM, PO, Solution Architect, Developer (Python, RoR, .NET, ASP, JavaScript)

Business Domains:

- BFSI – 11+ yrs
- Technology & Tech-enabled – 20+ yrs (Fortune 500 CX leader)
- Retail – 7+ yrs

Consulting Achievements:

- Integrated 12 banks & Set up IT-GCC CoE for an Middle Eastern Govt.
- Digital transformation for Fortune 500 pharma
- Scaled Agile shift for Fortune 100 US telecom
- IT strategy for UK BFSI leader
- Vendor eval., SSC/Ops enablement for Fortune 500 GIC
- IT process transformation for Top 5 Indian IT SI

Experience

Flexilytics Private Limited
Chief AI & Tech Officer (CAIO & CTO)
October 2025 - Present (4 months)
Bombay, Kolkata

Flexilytics.AI is a next-generation Data & AI solutions, 0-to-1 growth-hacking company, empowering #Enterprises to unlock the full potential of their information assets through trusted data foundations and scalable AI ecosystems. Our focus spans AI readiness, real-time analytics, and enterprise-grade Agentic AI systems across BFSI, Manufacturing, and Technology sectors.

- Leading AI Product Innovation & Consulting, with a focus on developing enterprise-grade Agentic AI systems and Generative AI frameworks.
- Overseeing enterprise AI architecture and analytics strategy consulting for global clients.

- Driving the Fraud analytics & alert system initiative — enabling AI-driven anomaly detection and predictive alerting at the data layer to strengthen risk intelligence.
- Currently building Flexilytics's enterprise Agentic AI platform as part of the company's strategic product roadmap.
- Future Technology roadmap for the organisation and technology area of innovation and R&D

Championing Responsible AI, innovation, and the organization's R&D charter on AI governance.

I strongly advocate for AI as an Augmentation of human potential — not a replacement — fostering a symbiotic collaboration between human judgment and AI intelligence to enhance productivity and efficiency.

Self-employed

Independent AI (Agentic-AI & Gen-AI) Consulting & Solutioning

January 2025 - August 2025 (8 months)

Kolkata, West Bengal, India

Arjun Ghosh is an independent AI consultant who partners with product owners, business leaders, CXOs (CEOs, CTOs, CIOs, CPOs, VPs-Tech), and startup founders to design and deliver enterprise-grade AI solutions. His unique framework blends proprietary and open-source AI APIs with a human-in-the-loop approach, ensuring innovation is balanced with robustness, ethics, and security.

He accelerates the entire product lifecycle—starting with strategic roadmapping and robust SDLC/DevOps pipeline establishment, extending through PoC and MVP creation, and culminating in Go-to-Market (GTM) strategy. Arjun specializes in building Python-based backends and React.js frontends, while translating Business Requirement Documents (BRDs) into machine-readable specifications that AI agents can directly leverage.

His expertise covers GenAI-driven solutions such as conversational chatbots for next-gen CX, as well as system-thinking approaches to AI ethics and compliance. He is proactive in application-layer security, designing safeguards against emerging LLM-specific threats like prompt injection attacks.

Core Focus Areas:-

1. Strategic & Technical Leadership – Serves as fractional CTO/CAIO, defining AI product roadmaps and scalable solution architectures.

2. AI-Powered Development – Orchestrates an AI-driven SDLC by converting BRDs into machine-executable specs, reducing time-to-market by up to 5x and costs by 20–40%.
3. MVP & PoC Creation – Builds tangible prototypes that validate business fit and accelerate stakeholder confidence.
4. Code Quality & Security – Collaborates with senior human tech and architecture teams to review AI-generated code, ensuring resilience, compliance, and secure deployment.
5. AI Security & Ethics – Designs with Responsible-AI principles, embedding compliance, ethics, and proactive safeguards against LLM-based cyber threats.
6. Go-to-Market Strategy – Provides GTM consultation, defining positioning, launch plans, and competitive differentiation.

NEOENRG

Director - IT Products & Sustainability

April 2024 - August 2025 (1 year 5 months)

Greater Kolkata Area, Greater Bangalore Area

Key Work & Achievements:

1. Tech. Leadership - EMS (Energy Management System) MVP Ph1:-
 - Worked with CEO/CTO on MVP linked BESS with EMS (polled auto-refresh)
 - Played IT Solution-Architect role
 - Modern responsive CX design
 - Start real-time h/w + s/w streaming via MQTT server
 - Led 3-member Dev Product team
 - MVP demo to 30+ stakeholders
2. Strategic Project DPR, Sales & Consulting:-
 - Worked with CFO on RE Consulting & Sales; RFPs Tender submission
 - Designed mini-grid proposal & financial model for rural electrification
 - Sustainability GHGP based plan for India's largest religious gathering
 - Secured lead in West Bengal for MSME Steel manufacturer (solar + BESS for RTC)
 - Opportunity generation: #5Cr lead, #75L/year ARR over 15 years, margin of 15% YoY

NEOENRG is a 9-year-old, globally headquartered renewable energy company, with main offices in Whitefield, Bangalore, & subsidiaries in Delhi, Hyderabad & Kolkata, Singapore & MEENA region. It operates in R&D, delivering e2e impact—from generation to storage, transmission & distribution

—culminating in energy delivery with advanced analytics for real-time usage optimisation.

Key advancements by NEOENRG, include new type of advance battery chemistry, advance BESS design, Radical fin-less/bladeless wind-turbine, alongside storage enabled solar solutions for industrial clients, C&I, government - driven by focused R&D and engineering execution.

The company also houses a robust EPC division, serving international & national grids, Fortune 500 organisations, and pan-India top-tier businesses. This makes the company a powerhouse of innovation shaping a sustainable, green tomorrow with net-positive social impact.

With relentless drive, NEOENRG has revolutionised the sector, delivering cutting-edge solutions that redefine energy efficiency and environmental sustainability. Their patented, first-principles-based products have set new benchmarks in clean energy, earning global recognition as a leader in innovation.

EY

Assoc. Director - Business Consulting (TMT Domain)

February 2022 - March 2024 (2 years 2 months)

Gurugram, Haryana, India

Arjun Ghosh, an Associate Director in EY's Business Advisory Services practice, as part of Business Consulting (TMT Domain) – with key area of focus in CaaS (Captive-as-a-Service) & IT-GBS (Global Business Services)/GCC/SSC strategy and setup, is a Digital leader, with diversified International experience of 18+ years in Technology & Business domain.

In EY, he also works as a Digital & Business Process Transformation expert for horizontal industry domain with specialization in Technology Industry & emerging next-gen Technologies, helping clients & organizations realize end-to-end business-value proposition, productivity & efficiency enhancement, profit maximization, BOT(Build, Operate & Transfer), Service-Delivery/ITSM Strategy, IT/ITES Ops transformation, CoE/CoP setup, Transition Management, Vendor Evaluation along with techno-functional expertise in Agile & DevOps Consultancy, Program/Project Delivery, as an Enterprise Agile Coach & a Design Thinking Coach, while serving Fortune- 500+ clients, on mid to enterprise level organizations, leveraging cutting-edge technologies

(like Predictive-Analytics, Intelligent-RPA, APIs, Micro-services, Cloud-first, AI/ML,etc.)

Key Skills leveraged in EY are:-

1. Business & Digital Transformations
2. IT GCC/GBS Process Consulting, CoE/CoP setup
3. Vendor & Transition Management
4. Agile & DevOps Consultancy
5. Enterprise Agile Coaching
6. Design Thinking Coaching
7. Program & Project Delivery
8. Product Family mapping & GTM strategy
9. Client & Stakeholder management
10. Pre-Sales & Solutioning, Lead & Opportunity generation (Technology domain)
11. Leveraging Automation, RPA, AI/ML, Prompt Engineering, Low-Code/No-Code, APIs, etc

Relevant Consulting Achievements:

1. Set up IT GBS CoE across 12 Banks for Middle Eastern Govt
2. Transformed IT processes for a top 5 Global IT firm
3. Led data-driven IT strategy shift for global CX org
4. Enabled IT SSC & Ops for Fortune-500 Beverages GIC

Stealth Mode

Angel Investor & Board Advisor to a organic (Olfaction) Retail startup
April 2022 - January 2024 (1 year 10 months)
Mumbai, Maharashtra, India

A micro Angel Investor and a Board Advisor to a organic based olfactory oriented retail company which intends to disrupt the entire market with revolutionary approach and product, with its version ver 2.x in mind!

Accenture

Digital Transformation Consultant | Enterprise Agile Coach | Design Thinking Coach
July 2015 - February 2022 (6 years 8 months)
Gurgaon, India

Arjun Ghosh is a multifaceted digital leader with diversified international experience of 16+ years in Information Technology industry, with focus on

Digital Transformation, Agile Consultancy, Design Thinking, Application Delivery mgmt., & Product GTM strategy.

He specializes in leading global, multi-functional, cross-skilled teams and establishing best Digital practices & Agile processes in the small to medium to large-scale organizations. He has great experience in Digital & Agile transformation of large scale global distributed teams, using Digital disruption strategies, Scalable Agile methodologies & Design Thinking innovative approach.

He has successfully developed GTM strategy & lead market-driven software products launch, managing all aspects of the product life-cycle, for customers & organizations, while helping them with product envisioning, designing, architecture, building, pricing & go-to-market strategies.

Over the years, he has been a strong champion of the "Art of Being" an intersection of Business, Technology, design.

EDUCATIONS & CERTIFICATIONS :-

- Digital Transformation & Business Analytics (IIM - Kozhikode)
- Exec. MBA (XLRI)
- Computer Engineering & Sciences (B.Tech)
- SPC5.0 (SAFe® Program Consultants)
- ICP Agile Coach Certification
- SAFe Agilist
- CSM (Certified Scrum Master)
- CSPO(Certified Product Owner)
- SixSigma, GB (IIT-D)
- Software Testing Certification (Ducat)

EXPERTISE:-

- Digital Transformation Consulting
- Business Consulting
- Agile Coaching, Consulting & Delivery
- IT-Ops Transformation
- Scrum/ Kanban/ Scaled-Agile (SAFe)/Lean
- Program Mgmt.
- Client & Stakeholder Mgmt.
- Change & Risk Mgmt
- Proficiency in AI/ML, IIoT & Blockchain

INDUSTRY:-

- BFSI
- TMT (Telecom, Media & Technology)
- Retail & E-Commerce
- Edu-Tech

KEY AWARDS:-

- ACE Award (Individual) FY19, Accenture
- ACE Award (Individual) FY18 Q3,Accenture
- ACE Award (Individual) FY16 Q3,Accenture
- Agile Community Champion, Accenture - 2015-2016

Aequor Technologies

Manager, Technical - Open Source | Agile Coach
October 2014 - July 2015 (10 months)
Gurgaon, India

Was the Delivery Manager for Open Source Team as well as the Agile Coach across the organisation.

Indus Net Technologies

Agile Delivery Manager | Principal Agile Coach
May 2012 - September 2014 (2 years 5 months)
Kolkata Area, India

Heading the Delivery & Operations of Open Source technology Division & principle Agile Coach for across the company.

- Acting as an Agile Process Manager, Certified Scrum Master & Agile Coach implementing Agile/Scrum practices across cross-functional teams and domains across the department and organization.
- Worked successfully towards three key goals: Delivering value over meeting constraints (Value over Constraints),Leading the team over managing tasks (Team over tasks),Adapting to change over conforming to plans (Adapting over Conforming)
- Responsible for multi-location Delivery & Operation management via two COE(Center of Excellence) Delivery centers(Kolkata & Chennai) & ensure smooth delivery of the Enterprise, Outsourced, CRM & SaaS/PaaS application.
- As an Agile Delivery Manager looking after the Service & Product Delivery stack for the various platforms (Web,API,RubyonRails, Open Source Stack/

PHP, Mobile/PhoneGap, Java, ,NET, etc), different geographies, delivery models & API-Mobile Solutions.

- Act as Product Manager as an additional role for Indus Net Labs(Product division of Indus Net Technologies) for its portfolio of products with successfully delivery, product strategy planning & product life-cycle launch & go-to-market for products like Socialfire(<http://socialfi.re/>), LinksNSE(<http://linksNSE.com/>), SafeUserName(<http://safeusernames.com/>), Virali(<http://vira.li/>), MobileCRM, etc
- Also responsible for the Stakeholders/Corporate/Client/Customer satisfaction, P&L of the service division, Profitability, Revenue realization, Cost optimization, Resource & Skill-set development, etc.
- Responsible to look after directly or indirectly large key accounts (Fortune 500) both internationally & nationally along with PMO team. Provides Project Delivery Leadership to the Software Development team
- Training planning of the PMO office team members & set out goals/KRAs for PM/SPMs in team and ensures key KPIs or PMO team members & over department is met.

Castle Rock Research Corporation

3 years 3 months

Product Manager (Agile) / Product Owner / Agile Coach
May 2010 - May 2012 (2 years 1 month)

Working in Product/Project Management area as an Agile Product Manager in a Education Technology company, with Agile/Scrum methodology as an Agile & Scrum Coach and with Ruby on Rails/Open-Source technologies.

- Responsible for servicing & handling large client accounts(Fortune 500)
- Responsible for deliveries of PDLC and Releases of company's two biggest Products - SOLARO Web(flagship educational product) & SOLARO API-Mobile; Also responsible for conceptualization, SOW, POC & overseeing development of SOLARO ERP(School Management ERP)
- Provides Agile Delivery Leadership to the Software Development team; Manages delivery of feature development and sustenance activities as Product Owner.
- Driving a solution set across development/engineering/marketing/pre-sales teams, through market requirements, product contract & positioning
- Managing the entire SDLC/PDLC from strategic planning to tactical activities
- Coached, motivated & mentored the Scrum teams in distributed Agile Delivery approach as Agile Coach across teams.

- Leading large team of 50+ technology professionals who directly & indirectly report
- Responsible for Stakeholders/Investors/Client/Customer Satisfaction, agile governance, program P&L and ensure that development projects are delivered on-time, meeting quality expectations from Stakeholders/Investors/Client
- Helping Stakeholders in analyzing & developing Potential partner relationships for products
- Determine, Assess & manage Resource Planning for company based on need
- Effectively communication of project expectations to team members & stakeholders
- Risk Management, Quality Risk assessment & STLC as an additional role of Quality Manager
- Provide effective Change Management & Reporting
- Was responsible for setting-up the Open Source Division & QA team in the company
- Instrumental in expansion to new development R&D center of excellence(Bangalore) after Kolkata's
- Reported directly to Global CTO & CEO, India

Scrum Master (Ruby on Rails/Open-Source) / Project Lead / Agile Coach

March 2010 - April 2011 (1 year 2 months)

- Scrum Master/Project Lead for the Ruby on Rails/PHP/Open Source team.
- Agile Coach/Consultant for the company.

Additional Key Responsibilities as Scrum Master/Agile Coach:-

- Ensuring that everyone follows the scrum guidelines & bringing the scrum team and product owner together. Mentoring & Training team members.
- Removing the impediments from the project. Acting as a facilitator for the team.
- Helping the team to move towards self organization; Act as a Coach/Guide to guide the team.
- Act as a Bodyguard to protect the team from outside interference.
- Acts as a bridge between Product Owner and Team Responsible for conducting meeting (release planning, sprint planning, stand up, review, retrospection).
- Acting as an Agile Consultant implementing Agile/Scrum process & practices internally for the company as well as for customer/client side.

Senior Team Lead (Ruby on Rails/Open-Source)

March 2009 - March 2010 (1 year 1 month)

Senior Team Lead for the Ruby on Rails/Open-Source technology division

Key Responsibilities:

- Strong technical skills in RubyOnRails, Ruby, PHP, MySql, AJAX, API/Web Services
- Understanding of deployment methodologies and server handling.
- Implement the cutting-edge and latest open-source philosophies and related technologies in on-going projects.
- Effective interpersonal, strong written & spoken communication, learning and organizing skills. Being a bridge between the higher management & stakeholder and the team for effective flow of information.
- Have an understanding of the business side of a project and related marketing strategies in 'social domain', to be able to provide effective solutions.
- Mentoring & Training the team members in various aspects of professional growth & technical growth.
- Working as part of Scrum Development team following agile development & delivery process.
- A hand-on, self motivated, leading, voluntary and participating team member helping and solving critical technical issues of the team.
- Client handling & Relationship building. Liaises with Client/Customers to determine the detailed requirements for the applications and translate into technical design.
- Responsible for conducting, leading and coordinating software development activities throughout the project life cycle, including key design decisions for the technology, structure, architecture and configuration of the system.
- Performing risk analysis and providing risk mitigation solutions.
- Performing testing and documentation in line with users and system requirements to deliver source code, documents and test scripts that meet company's and clients' needs.
- Assists in Application & DB Server maintenance as well as hardware integration and development.
- Providing accurate effort-estimates for deliverables based on RFP.
- Doing man-management, co-coordinating team's appraisals, internal conflict resolution, helping HR with retention strategy.

Blue Whale Labs

2 years 2 months

Team Lead

February 2008 - March 2009 (1 year 2 months)

Acting as a senior technologist/architect in Ruby on Rails for a Social Media & New Media Technology company, providing leadership to team, managing Client Interactions, managing consultants, working as part of scrum teams.

Senior Software Engineer

February 2007 - January 2008 (1 year)

Senior Software Engineer at Blue Whale Labs working with Ruby on Rails

Sun Software Pvt. Ltd.,

Software Developer

January 2006 - February 2007 (1 year 2 months)

Software Developer working with ASP, ASP.NET & C#

Cognizant

Engineering Summer Intern

March 2004 - 2004 (less than a year)

Kolkata Area, India

Summer Internship for Final year.

Worked on the live project “Cognizant Tools Enhancements for JPMORGAN

CHASE” - a

web-based tool for information sharing developed in ASP, JavaScript and SOL Server 2000.

Education

Cornell University

Chief AI Officer, Artificial Intelligence strategy for Organization · (August 2025 - February 2026)

Indian Institute of Management, Kozhikode

EPGC, Digital Transformation, Artificial Intelligence and Business Analytics · (December 2021 - December 2022)

XLRI Jamshedpur

Executive MBA (PGCBM), Business Administration and Management, General · (2012 - 2013)

Sikkim Manipal University of Health, Medical and Technological Sciences

B Tech, Computer Engineering & Sciences · (2000 - 2004)

Kendriya Vidyalaya

High School, Science, CBSE Board · (1997 - 1999)