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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 2× 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 road-mapping 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 5× 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)