

Dipankar Chatterjee

Enterprise Strategy & Transformation Leader

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EXECUTIVE SUMMARY

Enterprise strategy and transformation leader with 14+ years turning business vision into modernization, growth, and measurable Profit & Loss (P&L) impact across IT, Telecom, BPO, and Financial Services. Currently own the transformation agenda for Google (Alphabet) programs at Cognizant — a \$100M+ portfolio and a 300+ organization — operating as the bridge between Google's leadership and delivery. An early adopter of AI and automation, hands-on with modern AI copilots (Claude, Gemini, ChatGPT), and certified across strategy, delivery, cloud, and process excellence. Ready to step into an enterprise strategy or top-leadership seat.

CORE COMPETENCIES

Enterprise Strategy & Operating Model | P&L Ownership & Growth | Product Ownership & Roadmap | AI-First Product & Delivery | Enterprise & API Integrations | Lean Six Sigma Black Belt | C-Suite & Cross-LOB Stakeholder Leadership | Governance, Risk & Compliance

SKILLS & TOOLS

Google Cloud Platform (GCP), Generative AI, AI Copilots (Claude, Gemini, ChatGPT), Jira / Atlassian, Minitab, Robotic Process Automation (RPA), Lean Six Sigma, Agile & Scrum, Product Roadmapping, API & Systems Integration, PMO Governance, Risk & Compliance, Stakeholder Management, P&L Management, Change Management

PROFESSIONAL EXPERIENCE

Cognizant — Transformation Program Manager | Google / Alphabet

Sep 2025 – Present

- Own the transformation agenda for Google (Alphabet) programs — GCP, ISV marketplace, and more — as the bridge between Google's leadership and delivery teams.
- As **Product Owner**, defined the roadmap and shipped **2 business-critical products** for Google, owning them from vision through launch.
- Work AI-first — leveraging AI copilots (Claude, Gemini, ChatGPT) across discovery, planning, and delivery — and steer the roadmap from an **AI-assisted to an AI-autonomous framework**.
- Define and deliver integrations across enterprise platforms, APIs, and third-party systems, including the Google Cloud ISV marketplace.
- Act as the executive interface, communicating with **C-suite and senior stakeholders** across multiple lines of business at Cognizant and Google.
- Steer a **\$100M+** annual portfolio and a **300+** organization; run the ideation-to-market pipeline and lead the GCP transformation function across multiple PODs with governance and compliance.

AffinityX — Manager | AI-Led Transformation & Automation

Mar 2021 – Jul 2025 • Pune

- Ran the enterprise transformation and automation charter across IT, BPO, Telecom & Financial Services as an early adopter of AI and Robotic Process Automation (RPA); reported to the AVP, leading teams of **110+**.
- Championed AI-driven workflow redesign and intelligent automation (RPA, Lean Six Sigma, Agile/CSM), lifting operational efficiency **49%** and profitability **53%**.
- Owned P&L and full delivery lifecycle (Agile, Scrum, Waterfall, Hybrid) — **98.5% SLA, 94% CSAT, a 20-point Net Promoter Score (NPS)** uplift, and cost-to-serve cut **24%**.
- Built PMO governance, risk registers, and AI-enabled KPI & ROI dashboards; authored regulatory-compliant documentation (SOPs, SIPOC, BRDs) aligned to QMS, ISMS & audit standards.
- Led award-winning delivery — **ELITE Award, Best Process (2022–2024)** and **AX Innovation Champ (2022)**; drove Project Domino to **99.20%** accuracy.

Tata Consultancy Services — Business Process Lead | Data & AI-Driven Service Delivery

Mar 2014 – Mar 2021 • Pune

- Led mission-critical, medically sensitive Australian telecom accounts — a **20+ member** team at **99%+ SLA** and full compliance across a seven-year tenure.
- Introduced AI-driven analytics and Agile/Scrum (CSM) ahead of the curve to sharpen decisions and resource allocation.
- Lifted First Call Resolution (FCR) **17%** and NPS **12 points** in a year; CSAT **94%+** ranked the team in the **top 5%** of regional operations.
- Resolved **90%+** escalations in-house, cut complaint turnaround **25%**, and coordinated with telecom authorities and NBN for zero downtime.
- Led two Lean Six Sigma Green Belt projects (RCA, Voice of the Customer); built SOPs and training that cut repeat queries **22%**, boosted productivity **15%**, and reduced onboarding **20%**.

Tech Mahindra — Customer Advisor | Risk, Fraud & Financial Compliance

Jan 2013 – Mar 2014 • Pune

- Delivered specialized financial support for a leading UK telecom provider under KYC, AML, and Ofcom compliance — the foundation of a career in risk, governance, and data-driven analysis.
- Ran identity verification and enhanced due diligence on high-risk accounts, lifting FCR **15%** and cutting repeat calls **18%**; reduced financial exposure **12%**.
- Drove an **8%** drop in confirmed fraud over six months; maintained **100%** CRM/billing accuracy with zero compliance breaches.

CERTIFICATIONS (SELECTED)

Google Cloud Generative AI Leader, Google Cloud Digital Leader, Google AI Professional, PMP®, Certified ScrumMaster (CSM), Lean Six Sigma Black Belt, RPA Program Manager, Atlassian Agile, AIGPE Certified Minitab Expert, Certified Lean Expert, Business Analyst, QMS Auditor / Lead Auditor, Risk Management — **30+ credentials in total.**

EDUCATION

Leadership Programme — Indian Institute of Management, Ahmedabad (2023) | **Bachelor's Degree** — Kakatiya University

AWARDS & RECOGNITION

Diamond Impact Award (Google) | **Spotlight Award** (Cognizant) | **ELITE Award** — Best Process (2022–2024, AffinityX) | **AX Innovation Champ Award** (2022, AffinityX) | **Project Domino** — 99.20% accuracy | **Top 5% regional operations** (TCS)