

## Contact

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## Top Skills

Public Policy in AI  
AI for Good  
AI for Everyone

## 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 2+ who specialises in AI Consulting & Solution design, AI-first led architecture, product development, multi-agentic systems design, token economics, AI observability, & GTM strategy. Arjun has hands-on expertise with implementation of technologies like RAG, LLM models integration (OpenAI, GeminiAI, Claude, Mistral, SarvamAI, Huggingface, Groq, etc.), GenAI APIs, VoiceAI, AI ChatBots, TTS, LiteLLM, VectorDB (e.g. Supabase), Langchain, agentic automation platforms like n8n, MS Copilot Studio, MS AI-Foundry, headless-DB (NeonDB) & graph-DB (Neo4j), along with coding ability to develop MVP/POC with enterprise quality. Also as a trusted CxO advisor & in Business Consultant role, Arjun has devised various Digital & AI Strategy, L2C optimization, monetizable products, pricing model. He has led large programs for Fortune 100/500 & public-sector organisations, integrating Agentic-AI, Scaled Agile, and DevOps to boost velocity & ROI. He managed portfolios of over \$10+ M, oversaw 300+ FTEs, & achieved 25% cost savings, 30% efficiency gains, and doubled GTM speed. Holding an Executive MBA from XLRI, CAIO certification from Cornell University, MDP in AI & Digital Transformation from IIM Kozhikode, & a B.Tech in Computer Engineering, he is active on LinkedIn/Twitter (@arjunghosh) & is a speaker at conferences. Key Relevant Experience:--  
Techno-Functional Skills: • Digital Transformation – 12+ yrs • AI Advisory – 2.5 yrs • Gen-AI & Agentic-AI (hands-on coding) – 3 yr • RFP – 7+ yrs • Agile/DevOps – 15+ yrs • IT-GCC Strategy/GTM – 2+ yrs  
AI Tech/Tools Stack: • MS Copilot-Studio, AI Foundry multi agentic • n8n, Langchain/Langgraph • Next.js, Typescript, Twailwind, FastAPI (python framework) • NeonDB, PostgreSQL, Supabase, ChromaDB, MySQL • Docker, Kubernetes, Git/Github, Cucumber, pytest • Databricks Genie AI, AWS Bedrock (exploratory) • Claude-Code, Codex, Gemini, Cursor, Antigravity, (UI/UX): Google Stich,

Claude Design AI Projects/Products: • FMCG Sales multi-agent; Mgf. Finance multi-agent • Travel AI agent, Loan AI agent, BA AI agent, SEO AI agent, • AI Ticket ITSM system • AI Products: AI Home Meal app; AI Pricing Model calculator, SabziMoney, AI Astrologer • AI CyberSec Prompt Injection analyser Industry: • BFSI (11+ yrs); • TMT (18+ yrs); • Retail (7+ yrs) Consulting projects: • Integrated 12 banks & Set up IT-GCC CoE for an Middle Eastern Govt. (\$11 M) • Digital transformation for Fortune 500 pharma & also a Top 5 Indian IT SI

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## Experience

Flexilytics Private Limited  
Chief AI & Tech Officer (CAIO & CTO)  
October 2025 - Present (7 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 Context Engineering, Grounded Intelligence, Data + AI readiness, real-time predictive and prescriptive analytics, and enterprise-grade multi-Agent AI systems and solutions, with AI Agent Auth., full spectrum AI & token observability and traceability, across multiple industries with focus on BFSI, Manufacturing, and Technology sectors.

Building core tech around Context Engineering & grounded Intelligence, beside the AI solutions & consulting (our bread & butter )

AI Tech/Tools Stack:

- MS Copilot-Studio, AI Foundry multi agentic
- n8n, Langchain/Langgraph
- Next.js, Typescript, Twailwind, FastAPI (python framework)
- NeonDB, PostgressSQL, Supabase, ChromaDB, MySQL
- Docker, Kubernetes, Git/Github, Cucumber, pytest
- Databricks Genie AI, AWS Bedrock (exploratory)
- Claude-Code, Codex, Gemini, Cursor, Antigravity, (UI/UX): Google Stich, Claude Design

AI Projects/Products:

- FMCG Sales multi-agent; Mgf. Finance multi-agent
- Travel AI agent, Loan AI agent, BA AI agent, SEO AI agent,
- AI Ticket ITSM system
- AI Products: AI Home Meal app; AI Pricing Model calculator
- AI CyberSec Prompt Injection analyser

Loyla.ai

AI Product Startup Founder

January 2025 - Present (1 year 4 months)

Kolkata

<https://www.loyla.ai/>

Focus Area of Loyla AI:--

AI for Everyone

AI for Good

Human-Centric AI & Design

Empathetic AI, Ethical AI & Responsible AI

AI Public Policy & AI Governance

AI for Bharat

AI for Consumers (B2C :: Non- Enterprise!)

AI for GenZ and GenA and whatever comes next!

Current Projects:-

- AI driven Relationship & Dating app with no paywall and merging of commerce
- Building Public Policy initiatives for Underprivileged & Underserved
- AI evangelism & skilling to Tier-3/4 towns/cities
- SabziMoney
- AI Astrologer
- AI Agent CyberSec

Overall "fun" objective:-

Follow --> 3 Laws of Robots

Build JARVIS with HAL9000 (good capability) mimicking Alfred, who was the best assistant to Batman

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.

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## 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)