

Binota Naidu Roy

Digital Transformation Manager (Certified in Agile Scrum Methodology)

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PROFESSIONAL SYNOPSIS

A forward-thinking Digital Transformation Lead with 16+ years of experience successfully leading organizations through digital evolution. Experienced in developing and implementing innovative strategies to optimize processes, enhance customer experience, and drive business growth in energy, resources & utilities, healthcare, insurance, banking and diverse industries. Highly adept at forging and sustaining partnerships, bridging knowledge gaps between technical and non-technical stakeholders, assembling high-performing teams, innovating tech products and cloud-based solutions, and enforcing compliance with evolving regulations. Seeking the next professional challenge as a Digital Transformation Lead who shapes path breaking customer experiences and service delivery.

SKILLS

Interpersonal: Internal & External Stakeholder Management | Remote Team Management | Cross-Cultural Communication | Mentorship & Coaching | Partnership Development | Client Service | Conflict Resolution

Expertise: Digital Strategy Development | Project Management | Product Management | Business Transformation | Service Delivery | Process Optimization | Change Management | Technical Assessments | Feasibility Studies | Scrum Master | Budget Management

CAREER CONTOUR

Burjeel Holdings Imed IT | Digital Product Manager

1-June-2022 till Present

- Developed and executed a comprehensive digital strategy aligned with organizational objectives, resulting in a 20% increase in operational efficiency within the first year.
- Advised clients on digital transformation strategies, conducting thorough assessments of current processes and technology infrastructure to identify areas for improvement.
- Developed customized digital roadmaps tailored to each client's unique business objectives, outlining clear milestones and timelines for implementation.
- Provided guidance on the selection and implementation of digital tools and platforms, ensuring alignment with client needs and industry best practices.
- Conducted workshops and training sessions to educate clients on the benefits and best practices of digital transformation, fostering buy-in from key stakeholders
- Create Documentations like Request for Proposal(RFP), Business Requirement Document (BRD), Statement of Work (SOW), others
- Pioneering digital transformations for a major holding company's healthcare assets, establishing complete technology & cloud environments, innovating bespoke apps, and embedding customer-centricity at levels.
- Driving continuous improvement across multiple channels, advocating end users, and devising GTM strategies for healthcare products and services.
- Developing & integrating an evergreen delivery model that accelerates changes for products and services in response to customer's shifting needs & expectations.
- Ensuring business & service continuity and scalability for several digital products by aligning developers, business units, and process owners to collaborate and overcome challenges.

Genpact Digital | Senior Manager

28-Feb'20 to April'22

- Working closely with key stakeholders in understanding their specific requirements and identifying pain points.
- Proactively highlight Risk and Roadblocks throughout the project life cycle and also engaging with client and stakeholders to explain the gaps and remediation recommendations.
- Leading Development teams in an Agile (SCRUM) Methodology, helping and supporting the development and successful completion of deliverables and releases & driving Scrum best practices.
- Mapping business requirements and providing the best viable, feasible, desirable & sustainable automation solution
- Monitoring the overall functioning of processes; identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Suggesting appropriate as well as customer centric solutions for enhancing functional efficiency of the organization and achieving business excellence.
- Monitor, measure, and communicate project progress, potential risks and delays to program teams, executives and other stakeholders.
- Coordinate with architecture and development teams to perform code reviews to ensure that all solutions are aligned to pre-defined architecture/design.
- Manage & planning resources and budgeting on business side. Understanding the BRD requirements and providing the timeline estimations for each project.

Accenture Solutions Private Limited | Assistant Manager**31-May'18 to 31-Jan'20**

- Facilitating Scrum Ceremonies - Daily Stand-ups, Sprint Planning, Sprint Review Sessions, Backlog Refinement, Estimating & Sizing Efforts, Release Planning, Retrospectives & Demos.
- Expertise in planning, story point estimation, identify dependencies, risks and mitigate
- Working closely with key stakeholders in understanding their specific requirements and identifying pain points.
- Constantly engaged in identifying automation opportunities and proposing solutions
- Identifying automation opportunities and proposing an optimized solution to the client
- Scheduling & Triggering the developed bots from Control Room based on the assigned Runner Bots
- Configuring QA & Prod Environments with appropriate access to Applications, Database & other PERS for successful Bot run for the team.

Hinduja Global Solutions | Senior Software Engineer**5-June'17 to 30-May'18**

- Designing Automation process solutions in accordance with standard design principles and conventions
- Involved in Technical assessment, Feasibility and design, development and implementation of Bots.
- Ability to take on complex assignments as the lead, and assume increasingly greater leadership roles/responsibilities
- Communicate effectively and partner with team members, direct leadership, and some business partners to understand user stories and identify application and system impacts
- Experience in driving best practices, streamlining all the adoptions, building reporting solutions to capture testing metrics as well as aid in planning, monitoring, controlling and tracking Automation activities (capacity planning, defect forecasting, status reporting, etc.).
- Creating & Exporting the package from Dev to QA & QA To Prod Environment.

Tata Consultancy Services | Senior Process Associate**26-Apr'10 to 4-May'17**

- Demonstrated methodical, detail-oriented and thorough approach to all assignments while adhering to compressed timelines. Completed all assignments on or ahead of schedule.
- Mapping client's requirement and coordinating in developing & implementing automation solutions with pre-set coding standardization and best practice implementations.
- Monitoring the automations, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Worked in COE Team and developed reusable components for various projects
- Experience in driving best practices, streamlining all the adoptions, Identifying the business processes for RPA implementation, building reporting solutions to capture testing metrics as well as aid in planning, monitoring, controlling and tracking Automation activities (capacity planning, defect forecasting, status reporting, etc.).
- Creating and documenting test procedures and scenarios for the pre-UAT phases
- Developing code as per the coding standards using RPA Tools.

Firstsource Solutions Limited | Customer Service Associate**13-Aug'07 to 8-Mar'10**

- Mapping client's requirements by maintaining trend/analysis based on daily quality scores, implementing audits in line with the guideline specified by the client to streamline the Quality Process.
- Conducting meetings and conference calls with client to discuss Operational/Productivity Standards and Practices & resolving issues pertaining to the services for accomplishing customer satisfaction metrics.
- Facilitating the QA Calibration sessions with Team Leaders, Trainers & SMEs for ensuring consistency thus obtaining /delivering feedback on performance.
- Ensuring that teams adhere to all the quality and process enhancement tools and procedures.
- Generation of daily/weekly/monthly reports and presentations for analyzing process performance and take corrective action from time to time to enhance customer experience.
- Identifying regular trends for volumes thus ensuring effective resource allocation & planning

EDUCATIONAL QUALIFICATION

- MBA in IT Project Management
- Great Lakes Institute (2019-2020), Bangalore – P.G in Artificial Intelligence - Machine Learning
- Calcutta University (2005-2008), Kolkata – Graduation