

**Arpish Chatterjee**

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###### Dedicated & Experienced Leader

Accomplished IT professional with 18 years of experience across various roles as IT Project Manager/ Senior Architect - Governance, Risk and Compliance/ Agile Scrum Master/ ETL Data Integration Tech Lead with a proven track record in leading cross-functional teams comprising onshore and offshore members to deliver complex, high-demand, time sensitive development projects, ensuring seamless communication and collaboration.

• Strategic cross-functional team leader • Team player with excellent inter-personal skills

• Skilled in Governance & Compliance • Expertise in Data Warehousing, ETL solutions

• Knowledge of IT governance frameworks • Proficiency in end-to-end Project management

• Strong Client & Business relationship • Skilled in Waterfall & Agile SDLC frameworks

• Experienced Scrum Master & BSA • Solutions-oriented, innovative, creative decision maker

• Sound communication skills • Strong knowledge management & training skills

###### Skills:

**Governance & Compliance:** Access Governance, IT Compliance, Data Governance, Risk Management, SailPoint IIQ Compliance Manager

**Project Management:** Agile, Scrum, Waterfall, Kanban, SAFe

**Management Tools:** Jira, MS Project, MS Visio, Power BI, Microsoft Office tools, Cognos, Digital AI

**Leadership & Communication:** Stakeholder Management, Estimation, Budgeting, RFP

**ETL- B2B Tools:** Informatica Power Center, Informatica IICS, Informatica B2B Data Transformation (DT), MFT (Managed File Transfer)

**Cloud:** Knowledge of AWS, Informatica Big Data Management (BDM)

**Code management tool:** GitHub, Bitbucket & **CI/CD tool:** Bamboo

Basics of Shell Scripting, Python Coding

**Database:** Oracle, IBM DB2, SQL Server

**Education:**

* MASTER’S - Master of Computer Applications: 2004 – 2007 – West Bengal University of Technology, Kolkata, India
* BACHELOR’S - B.Sc. - Computer Science: 2001– 2004 - Calcutta University, Kolkata, India

**Certification & Achievement:**

* Scaled Agile Certified SAFE 5 Agilist – 2021
* Leadership Empowerment & Project Management – 2020
* Diversity and Inclusion – 2022
* Multiple organization level Employee of the Month and Employee of the Year Awards.

**Professional Experience:**

**Highmark Health Sep ‘2022 – Feb ‘2025 (Remote- Greenville, SC)**

**Senior GRC Technology Architect/ Access Governance and Compliance**

* Experienced in Access Review processing, IT Compliance monitoring, Incident Management, Risk Mitigation, Data Quality assessment and correction, handling Internal Audit finding.
* Expertise in managing governance activities like segregation of duties, reviews such as Privileged access, Citizenship access, Direct database access, Toxic pair access, Audit finding, CyberArk etc.
* Experienced in managing key compliance standards like SOC1, SOC2, HIPAA, MAR, NIST, PAM.
* Drove adoption of Agile best practices while working as a Scrum Master by expertly facilitating Scrum ceremonies (daily standups, sprint planning, sprint reviews, and retrospectives), proactively identifying and removing impediments, and ensuring timely completion of sprint commitments.
* Led the initiative to setup and implementation of a new database to host governance related SailPoint data, improving data management scope and facilitating more efficient access governance. Played integral role in planning, design and implementation phases, collaborating with the DBA, data modeling team, ETL automation team to ensure smooth transition and execution.
* New database to save 20% of the manual effort per month and enable scope of application integrations and reporting features in future
* Specialized in managing and optimizing Access Review campaigns using the SailPoint IIQ tool.
* Reviewed and interpreted enterprise architecture compliance reports to ensure adherence to governance standards, identify risks, opportunities for process improvement, ensuring data accuracy.
* Improved user experience by 15 - 20% with better business user communication and data integrity.
* Involved in creating and maintaining detailed procedures and handbooks for documentation of conducting periodic reviews and ensure up-to-date, accurate information.
* Saved 10% of manual effort per month by actively working with external teams and business users to build stronger collaborative relationships and awareness around access review campaigns, while simplifying process bottlenecks based on user feedback.
* Guided a cross-functional team of 8 members through Waterfall to Agile transformation, resulting in a 25% increase in delivery speed and a 15% improvement in team collaboration.
* Supported backlog management and refinement to ensure alignment with business goals, enhancing stakeholder satisfaction by 15 - 20%
* Led and mentored offshore team, expediting governance timelines and fostering a supportive, productive environment for new members.

**MetLife/Cognizant April ‘2014 – Sep ‘2022 (Greenville, SC)**

**ETL IT Manager / Data Integration and ETL Governance Lead**

* Successfully managed 25+ projects/applications as Technical Project Manager and Lead ETL architect in onsite, effectively managing teams of 6-10 resources, overseeing design, development, ETL pipeline implementation, incident management, change requests and end to end delivery.
* Drove 300% revenue growth over 5 years in the Informatica COE space ensuring efficient project execution, innovative technical solution and timely project delivery.
* Successfully led simultaneous Agile project execution for multiple teams consisting of 6 to 8 members using both Scrum and Kanban methodologies.
* Responsible for Architecting and Implementing end-to-end solution framework, ETL architecture, strategic roadmaps, and design efforts including detailed data flow diagram to streamline data pipelines, ensure system scalability and align them with enterprise goals.
* Performed as a Business Systems Analyst, working with business stakeholders translating business needs into clear technical requirements, identify system enhancements, gap analysis and process improvements.
* Developed comprehensive BRDs (Business Requirements Documents) and FRDs (Functional Requirements Documents) to ensure alignment between technical teams and business goals.
* Reduced operational costs by $20K–30K annually through strategic reuse of design and code, process automation, proposal and innovation initiatives for multiple years.
* Drove Client/Business review and approval wait time reductions for programs by up to 50%.
* Strong communication skills in coordinating with stakeholders, product owners, and team members.
* Guided teams as Scrum Master towards achieving continuous improvement by problem-solving skills, driving innovative solutions to overcome obstacles during sprints.
* Led sprint planning, daily standups, sprint review and retrospectives, ensuring clear communication and smooth project execution.
* Partnered with Product Owners to manage and prioritize product backlogs, aligning work with business objectives enhancing stakeholder engagement and improving product outcomes.
* Strong experience with source code management tools (GitHub, Bitbucket) and CI/CD tools (Bamboo).
* Expertly managed both traditional as well as unstructured data migration and transformation projects.
* Successfully led projects integrating Informatica Big Data Management (BDM), enabling teams to process and analyze large datasets while ensuring data protection and risk minimization.
* Designed and managed AWS data warehousing solutions for ETL processes. Played a key role in migrating on-premises data warehouses to AWS cloud.
* Single-handedly managed multiple projects simultaneously showing strong skills in requirement gathering, documentation (Analysis and Design docs, Data flow diagram, Unit Testing Plans, Process handbooks), and delivering solutions aligned with business needs.
* Participated in strategic discussions on scope reviews, value propositions, operating models, and communication plans, driving project success.
* Responsible for identifying critical data, manage business glossary, metadata, standard and system reference data and their relationships.
* Responsible for defining, designing and implementing ETL standards & procedures for client.
* Ensured quality through frequent code review, inspection & knowledge sharing.
* Additional responsibilities like RFPs, solution proposals, financials and estimations.

**MetLife/Cognizant Nov ‘2007 – April ‘2014 (India, USA)**

**Senior ETL Informatica lead / AD Developer - Informatica**

* Created ETL mappings, technical documents, and managed client change requests for data transitions from and to OLAP database table, DB2, Flat file and SQL server.
* Drove 20% – 30% process and performance improvement by optimizing Informatica mappings at transformation, mapping and session levels and doing major reverse engineering.
* Drove consistent 50% - 100% revenue growth for consecutive years in area of Informatica COE space.
* Efficiently executed requirement analysis, design, build for data extraction, transformation, loading, testing, deployment and timely code delivery.
* Implemented complex transformation logic using Stored Procedures and Java.
* Prepared and executed Unit Test Plans, verified functional specifications, and reviewed deliverables.
* Helped team accomplish goals by finalizing error handling strategies, transformations and data management standards.
* Analysed business and functional requirements for Reporting implementation.
* Resolved issues with existing Informatica code, ensuring process optimization by debugging mappings, conducting system testing and UAT and coordinating with offshore team members for smooth delivery.
* Monitored and scheduled ETL batch jobs ensuring optimal performance.
* Implemented encryption for PII (Personally Identifiable Information) and PHI (Protected Health Information) to ensure data security and compliance.