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Kumarjit Chakraborty

Digital Solution Architect, British Telecom - Business Service Tribe

OBJECTIVE

Solution Architect with **19+ years of experience** designing **scalable, customer-centric architectures** for global organizations. Expertise in aligning **technology roadmaps with business strategy**, driving **cross-domain collaboration** (data, customer, product, operations), and ensuring **enterprise-wide consistency** in architecture principles. Proven leader in **modernising platforms, governing technical debt**, and **enabling data-driven outcomes** (customer centric, personalization, retention, AI/analytics).

ARCHITECTURE AND TECHNICAL EXPERTISE

- **Architecture:** domain-driven design, capability modeling, roadmap alignment, TOGAF (Planned)
 - **Data Platforms:** Data strategy, data modeling, data governance, data products, value enablement
 - **Cloud & Platforms:** Google Cloud (Certified), AWS, cloud-native architectures, serverless
 - **Modern Engineering:** Infrastructure as Code (Pulumi, Terraform), CI/CD, DevOps, observability
 - **Application Architecture:** Microservices, event-driven architectures, API design, headless CMS (AEM)
 - **Stakeholder Leadership:** Leadership team alignment, cross-functional collaboration, business-case justification
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CORE COMPETENCIES

- **Solution Design/Architecture:** Working as a Solution Architect for the product and delivering successful designs for several complex product flows. Taken part in delivering architectures for several other projects for the organisation.
- **Strategic Alignment:** Translating business objectives (customer value, retention, lifetime) into technical roadmaps and architecture runways.

- **Cross-Domain Governance:** Ensuring consistency across customer, product, commercial, and operational domains through reusable patterns and standards.
 - **Technical Debt & Modernization:** Balancing short-term delivery with long-term platform health, prioritizing remediation of enterprise-wide debt.
 - **Stakeholder Influence:** Engaging executives, product owners, and engineers to drive adoption of enterprise standards and data-driven decision-making.
 - **Data Integration:** Designed and implemented ETL pipelines and event-driven architectures to consolidate data from multiple CRM systems into BigQuery, enabling unified data access and real-time analytics. Designed Data Management frameworks to ensure data consistency, governance, and interoperability across enterprise systems.
 - **Data & AI Enablement:** Designing architectures that support analytics, personalization, and AI/ML at scale. Designing Conversational AI & GenAI solutions, including AI ChatBots and VoiceBots for BT contact centres, leveraging LLMs and NLP to enhance customer interactions. Defined secure, governed GenAI architectures using SaaS platforms, with AI guardrails and grounding rules to ensure compliance and stakeholder alignment across Legal Business, and Operations.
 - **Risk & Compliance:** Addressing non-functional requirements (security, scalability, cost) in alignment with enterprise policies.
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WORK EXPERIENCE

British Telecom, London, UK — *Digital Solution Architect - Business Service Tribe*

AUGUST 2022 - PRESENT

Enterprise & Data Architecture Leadership

- Define and drive target architectures for customer-facing platforms, aligning with BT's enterprise data strategy and Customer Service objectives (retention, personalization).
- Lead end-to-end architecture for Help & Support portal (AEM Headless + NextJS), ensuring reusable content models, real-time updates, and seamless customer journeys.
- Design proactive outage detection, OrderTracking tool, and pluggable flows for contact channels in Customer Experience Management, enabling scalable, modular customer interactions.

Cross-Domain Collaboration & Governance

- Partner with Enterprise Architecture (EA) teams to ensure compliance with BT-wide principles (data governance, reusability, scalability).
- Shape epics and roadmaps with Product, Engineering, and Business stakeholders, balancing business value, technical debt, and long-term strategy.

- Architect Digital Help Widget and Knowledge-Based AI Chatbots, leveraging AI/data insights to enable real-time, intelligent customer support and automated query resolution targeting AHT reduction.

Outcomes

- Stakeholder Recognition Award for Help & Support portal, enhancing self-service and satisfaction.
- Enabled data-driven decision-making for AI/ML use cases.

Key Projects

- CXM - CCaaS Migration (Chat and Voice Migration)
- Business Order Tracking(Strategic and Legacy)
- Digital First Help Widget - Service (Adopted in Sales as well)
- Business Help and Support Portal

Cognizant WorldWide Ltd., Crawley, UK — Solutions Architect

DECEMBER 2013 - JULY 2022

Working as a Solution Architect and Technical Delivery Lead of a team of 10 developers from different technical stack where my responsibilities are to Lead, Mentor, Develop, Support, Manage and Provide Solutions for a large scale inhouse ERP product.

As a Leading Team Member,

I have helped the team to code review, story and task grooming, deliver the product, BAU maintenance and enhancements, Incident Management and release cycle.

Key Contribution

- Architected enterprise-wide CI/CD pipelines using BitBucket, reducing deployment risks and aligning with organizational DevOps standards.
- Designed scalable integration solutions for a global ERP, ensuring consistency across customer, product, and operational data domains.
- Led the modernization roadmap for Angular 2 → 7, balancing business continuity with technical debt reduction.
- Established architecture review boards to govern reusable patterns and standards compliance across teams.

LearningMate Solutions, Kolkata, India — Technical Lead

APRIL 2013 - DECEMBER 2013

Worked as a team lead and delivered high quality products for leading Publishing houses.

Designed and developed solutions for:

- Web Application for eBook Reader(Similar to Google/Apple Book reading app)
- SPA using Vanilla JavaScript and Underscore templating engine
 - Loading content like Partials in AngularJS

Interra Information Technologies, Kolkata, India — *Lead Developer*

JULY 2007 - APRIL 2013

Worked on multiple technology and functionality stacks. Started working as entry level developer and graduated to be a lead developer for the team; Nominated to be the client certified reviewer within 6 months and single point of contacts for 3 different modules of the application within 12 months.

Certifications

TOGAF - *Planned to complete by December, 2026*

ServiceNow Certified System Administrator - *August, 2026*

AI Solution Architect From eLVTR UK - *May, 2026*

Completed from eLVTR

Auto ML From DataRobot - *2021/22*

Completed Certifications From DataRobot University

Google Certified Associate Cloud Engineer - *March, 2021*

Successfully completed cloud certification

COMMUNITY EXPERIENCE

Training Video App For Persons With Spinal Cord Injury - *May, 2020 - October, 2020*

Worked pro bono for an App to watch training videos on how to use different types of WheelChairs and share achievements in social media

- Led the design, architecture and development of the product.

Roles: Solution Architect, Team Lead

EDUCATION

Master of Computer Application — *West Bengal University of Technology*

JUNE 2004 - JUNE 2007, Kolkata, India