

KALPIT TIWARI

AI Transformation Consultant

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PROFESSIONAL SUMMARY

AI Transformation Consultant with 5+ years of experience leading GenAI, agentic AI, automation, workflow transformation, and business analysis initiatives across financial services and enterprise clients. Delivered production AI and automation solutions generating 300+ FTE savings and multimillion-dollar business impact, including a Microsoft Copilot Studio solution delivering approximately \$2M in annualized savings. Strong in converting business problems into discovery workshops, solution roadmaps, BRDs/FRDs, PoCs, and implementation plans.

CORE SKILLS

AI & Automation: Agentic AI, GenAI / LLM applications, Microsoft Copilot Studio, Azure OpenAI, Claude, ChatGPT, Gemini, prompt engineering, Power Automate, SharePoint, Teams

Consulting & Delivery: Process transformation, business process reengineering, requirements discovery, BRD / FRD, stakeholder workshops, Agile delivery, JIRA, Power BI, Enate, Automation Anywhere, RPA, financial services

SELECTED IMPACT

- Delivered AI and automation programs generating 300+ FTE savings and up to 80% efficiency gains across 7 clients and 10+ transformation initiatives.
- Built a unit-wide transformation opportunity pipeline worth 500+ FTE savings through an ideation drive spanning 100+ clients.
- Converted emerging AI capabilities into client-ready PoCs, solution roadmaps, and production implementation plans.
- Earned Infosys "Extra Miler" Award for delivering three high-priority initiatives concurrently.

PROFESSIONAL EXPERIENCE

Consultant - AI Transformation & Automation | Infosys BPM Ltd | Bengaluru | May 2025 - Present

- Architect agentic AI and GenAI solutions across Microsoft Copilot Studio, Azure OpenAI, Claude, ChatGPT, Gemini, Power Automate, SharePoint, and Teams; delivered a Copilot Studio solution generating approximately \$2M in annualized savings.
- Lead transformation portfolio across financial services and capital markets clients, managing 7 clients and 10+ AI, workflow, and automation initiatives while mentoring Associate Consultants.
- Implemented production AI solutions for fraud analysis, invoice processing, intelligent document analysis, and LLM chatbots, delivering up to 80% efficiency gains and 100+ FTE savings.
- Translate ambiguous client problems into discovery notes, business cases, BRDs, PoCs, and delivery roadmaps that align operations, product, and technology stakeholders.
- Built internal AI-powered workflows and Claude-based automation agents to generate BRDs, proposals, and business cases, improving turnaround and delivery consistency.

Senior Associate Consultant | Infosys BPM Ltd | Bengaluru | Oct 2022 - Apr 2025

- Directed enterprise workflow transformation programs using Enate across 5 client implementations, coordinating development, product, and testing teams to deliver up to 70% efficiency gains and 40+ FTE savings.
- Executed unit-wide ideation drive for 100+ clients as Program Manager, creating a transformation opportunity pipeline worth 500+ FTE savings.
- Led requirements discovery, stakeholder workshops, BRD/FRD creation, project plans, reports, and solution validation across business and technology teams.

Associate Consultant | Infosys BPM Ltd | Bengaluru | Jun 2021 - Sep 2022

- Served as the first Enate Product Consultant within the team, accelerating adoption of workflow automation capabilities across client engagements.
- Implemented RPA solutions in Agile delivery environments, delivering 65 FTE savings across multiple projects.
- Led Infosys Case Management Solution workflow implementations for 5 clients across banking, inventory control, and other domains.

Management Intern - Corporate Strategy | Chrysalis (EZ Vidhya Pvt. Ltd.) | Remote | May 2020 - Jul 2020

- Evaluated 10+ LMS vendors and built a strategic partnership framework that resulted in selection of two enterprise-ready platforms.

EDUCATION

MBA, Indian Institute of Management (IIM) Sirmaur | Marketing & Analytics Major, Operations Minor | 2019 - 2021

B.E., Institute of Engineering & Technology - DAVV, Indore | Electronics & Telecommunications | 2014 - 2018

CERTIFICATIONS

Certified Business Analysis Professional (CBAP) - IIBA | Six Sigma Foundations - PMI | Celonis Analyst & Business User | RPA Program Manager & RPA Business Analyst - Automation Anywhere | Artificial Intelligence Foundations: Machine Learning - NASBA

ENTREPRENEURSHIP & LEADERSHIP

- Co-Founder, FeedBox: built a digital marketing and content venture, led an 8-member team, achieved 5M+ Facebook engagements, and generated INR 15 lakh first-year revenue.
- Corporate Relations & Placements Coordinator, IIM Sirmaur: drove 20% YoY increase in average final-placement CTC for 300+ students, securing 95% final and 100% summer placements during COVID-19.