

Animesh Mukherjee, IT Metrics Practice Lead, Paragon Solutions Group, Inc.



Animesh is an experienced IT operations and process management expert specializing in IT Service and Business Management. His diverse knowledge in product design and development through to IT operations of different sizes allows him to choose the appropriate approach for each client.

Through work in various start-ups and then at Visa and FIS, Animesh has experience in tooling and transforming IT services to achieve greater client satisfaction, meet strategic goals and optimize IT maturity while controlling costs. With a focus on data-driven decision making, he has built metrics programs that have underwritten significant process improvement, automation and cost savings. Animesh has always had a strong relationship with the business to ensure alignment with the organization's strategic and business goals while making recommendations for strategic & technical improvements to IT service provision and fulfillment.

Animesh has spent many years as a developer, ITSM practitioner and executive in a variety of industries including e-commerce, consulting services, software solutions, banking, payments and manufacturing. He has a diverse global experience having lived, studied and worked in the Caribbean, India, UK, Germany, US and the former Soviet Union.

Animesh directly collaborates with industry CIOs and Senior IT Executives to transform and grow their IT business value through the development of an IT metrics program that bring about a culture of data-driven decision making.