



Sanjay Gupta

Chief Architect

Shared Services Forum

Sanjay Gupta is currently the Chief Architect of newly formed Shared Services Forum. He has around 28 years of work experience in the fields of Management, Business Processes, Finance and Human Resources, having been part of EXL Service Holdings, American Express, Indian Oil Corporation and Living Media. In his last role, he was the Global HR Head for EXL Service Holdings. He comes with a blend of experience in global and domestic corporations, in private sector and public sector organisations in various capacities, strategic as well as operations roles, covering various domains in Off shoring, Financial Services, Insurance, Oil & Energy and Media.

Having gained first hand intense off shore experience at the Financial Resource Centre (FRC) in American Express Captive Unit for over 6 years, Sanjay joined the newly formed team at EXL Service Holdings, Inc, now a renowned BPO Major, in 2000, and was part of the initial leadership team to grow EXL into a company with revenues of USD 500 Mn with about 25000 employees worldwide. As an Operations Leader, he was actively involved in the migration and servicing of almost all processes from large insurance companies from US and UK to offshore centres. Sanjay remained in the service delivery function for around 6 years, becoming responsible for handling the P&L of a top line of ~USD 70 Million.

Due to his keen interest in all matters pertaining to people management, he then moved into the HR function, where he has been for the last 5 years. He has been involved in strategic planning, streamlining people processes, organizational effectiveness, financial analysis and management, maximizing productivity, change management and execution. In addition, he is a passionate coach with desire to cultivate, educate, and mentor others to develop their skills and abilities. He was a member of the Executive Committee, reporting to the CEO and served as a strategic advisor both to the corporate leadership as well as to the Board of the company. He was a strategic partner to the business, aligning people practices with business needs while meeting the rapidly changing demands of the business.

Sanjay is a Chartered Accountant by qualification. During the initial 10+ years, Sanjay worked within the core Finance & Accounting functions in domestic companies and initial setting up of the off shore centre. He started his career with Living Media and Indian Oil Corporation, and served in many functional roles in Vendor & Receivable Management, Balance Sheet Consolidation, Oil Pool Accounting and Inter-company settlements.

At American Express FRC, he first migrated and then serviced several groups of international financial servicing covering both card and travel accounting. While this centre was set-up as a captive unit, it was the first formal BPM operations unit with client deliverables in several countries across the globe.

With his extensive experience in multiple sectors and multiple domains, and having been part of several start up operations in off-shoring and BPO with demonstrated execution and success, Sanjay now takes on the new role of heading the Shared Services Forum, an organization that will bring together the industry community in India to adapt global best practices in BPM to suit Indian context.