



**Shared Services Forum**<sup>®</sup>  
Enabling Process Edge and Competitive Advantage

**July 19 & 20, 2021**

**1500 – 1800 Hours IST**

**#SSFForumIndia**

# SPEAKER PROFILES

**4<sup>th</sup> Finance Leadership e-Summit 2021**

**Unlocking Value through Digital Leapfrogging & New Operating Models in Finance**

**23 Business Leaders | 2 Days | Multiple Sessions**

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## Ravi S Ramakrishnan

Founder & Chairman, RvaluE Group  
Founder, Shared Services Forum

**Ravi** is a seasoned global business and people leader with ~40yrs of business, finance and business services experience. A former Business Leader at American Express, he was integral part of the global leadership team to set up its pioneering offshore operations in India in mid 90s. He has held leadership positions in Unilever, Murugappa Group & Eicher Group, with CXO level responsibilities. Ravi has led large scale process transitions and transformations, and serviced 30+ countries across US, UK, Europe, JAPA, and India. He has successful track record of transforming business services: strategy to execution, hands-on experience of global COE Ops, global process ownership, global implementation of SOX (Amex \$160Bn Balance Sheet), re-engineering, technology & change management. He has strong relationships with the BPM ecosystem across the globe. Ravi set up RvaluE in 2005, a growing firm focused on business services strategy, operations, process transformation and captive operations offering E2E solutions to 'realize business value'. In 2011, he founded Shared Services Forum (SSF), an interactive Industry Platform for Shared Services & IT/ITeS space. His latest venture is Quintes Global, setting trends through transformation centric NewAge Business Services Operating Model – 'Dedicated Captive' (D-Cap) Model.

Recognized as a Visionary CEO & Thought Leader in Business Services, is also an Executive Coach & Mentor for business leaders, high-performing executives and young entrepreneurs. As 'Game Changers' in Business Transformation, he has provided leadership to create proprietary models for process consolidation, process maturity, people practices, digital transformation, future readiness, customer experience, etc. Very recently, RvaluE has been listed and awarded as 'India's Greatest Brands 2017-18 – Pride of the Nation', by AsiaOne Magazine & URS Media – Process Reviewers PricewaterhouseCoopers PL".

Ravi uniquely combines exposure to Manufacturing & Services sectors, setup 15+ SSCs, 100+ transformational assignments, various structuring/ operating models, delivering over \$ 400 Mn saves to clients. He works with CXO leaders of India/ Global Corporations, GBS Centres and BPO Ecosystem, translating BPM strategies into business performance drivers. At Eicher Group, as CFO & Member, Group Management Committee he was associated with many strategic initiatives including turnaround & merger of Royal Enfield Motors. Ravi is a Chartered, Cost Accountant & Company Secretary and trained at Carnegie Mellon University, USA for implementing eSCM. He is passionate about people, practices, leadership and organizational capability development.

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## Rakesh Sinha

Co-Founder, SSF India

Founder & CEO, Quintes Global

Executive Director & COO, RvaluE Group

**Rakesh** is a seasoned professional with an entrepreneurial experience of 2 decades in Advisory & Consulting, Business Services, Business Process Transformation and Technology space. He is an IT Graduate and acquired management skills from IIM Calcutta. Rakesh is one of the few leaders globally certified as an Authorized Evaluator by ITsqc of Carnegie Mellon University, USA for eSCM and a certified 'Program Coach' from Canada. Rakesh along with two pioneering leaders recently founded 'Quintes Global' which provides a transformation centric New-Age solution Dedicated Captive (D-Cap™), that is much beyond few classical models for business process services. The unique model enables clients to get Scale benefits while focusing on their core, reduce cost & grow profits, and transform fast and that too, end to end. Rakesh is currently the CEO of Quintes Global. In his role of Executive Director & COO at RvaluE Group, he has been part of setting up/ growing 15+ India & Global Shared Service Centers, and 100+ Transformational engagements enabling RvaluE Team to deliver business impact of over US\$400mn to clients. He got exposure to service domestic and international clients during his stints at Espire, CBoP, American Express, RvaluE and has worked across the geographies providing transformational leadership - India, Asia Pacific, Japan, North America, Middle East, UK and Europe. Rakesh spots Industry Trends and has led customized Business Transformation initiatives such as Sourcing Model Strategy, Benchmarking, Location Strategy, Offshoring, RFP & Deal Management, Business Process Redesign, Vision planning for Globalizing Shared Services, identifying process consolidation opportunities for over 5000+ FTEs, preparing Business Case, leading process migration/people transition cutting across F&A, HR, Supply Chain & Procurement, Customer Life Cycle, and IT functions both in Manufacturing & Services domains. Rakesh co-founded Shared Services Forum (SSF) in 2011 as an industry platform to create and disseminate knowledge for excellence in BPM for the ecosystem in Global India, authored several pioneering research reports and books like Co-Authored first-of-its-kind book on BPM 'BPM in Global India – The Inflection Point for Competitive Advantage'. Rakesh is well-recognized in the industry and felicitated / honored by leading media houses in their magazine of Industry repute as 'Young Entrepreneur with difference!', 'Pioneer', 'Thought Leader/ Gurus' of Business Process Space - Identified as one of the top 30 Influential Young Entrepreneurs of 2016 by the Insight Success magazine and featured on the cover story, and recently honored India's Greatest Leaders 2017-18 - 'Pride of the Nation', by AsiaOne Magazine & URS Media - Process Reviewers PricewaterhouseCoopers PL". He was one of the youngest to be invited as member of Management Council of Delhi Management Association! As part of his social responsibilities, Rakesh mentors young leaders from leading Management Institutes, devotes time/energy to social projects along with like-minded people, think beyond the present, for creating Think Tanks for 2030 and make India a better place to live in the global village!

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## **Altaf Jiwani**

**Director & Head - Group Executive Office. Welspun Group**

**Altaf Jiwani** is Director & Head - Group Executive Office of Welspun Group which has businesses in textile, pipes, infrastructure. Logistics having aggregate annual revenue of \$3 bln. Before moving to Group Executive Office he was CFO of Welspun India Ltd. which is the global leader in Home Textile having annual revenue of \$1 bln. He has over three decades of experience in various industries viz., electrical, auto, textile etc and over half of these span has been as CFO of listed companies. Before joining Welspun Group in 2015, he was with the RPG Group for two decades and with Crompton Greaves.

Altaf has handled multiple transformational projects across the companies / Group like establishing ESG Framework, Shared Service Center, EBITDA improvement initiatives etc. He has developed the expertise of managing growth, efficiency and risk for businesses in varied industry and in different maturity cycle. He has received "Outstanding Achiever Award" in RPG Group for his role in dramatic turnaround of Phillips Carbon Black Ltd.

Altaf was a Director on the Board of DCB Bank for 8 years. He has been actively involved with various NGOs within the Agakhan Development Network for over two decades. While in his professional life he is keenly looking at how to derisk business models whereas in personal life he loves adventure sports like para gliding, sky jump, scuba diving etc.

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## **Sridhar T K**

**Chief Financial Officer, ABB India**

Sridhar was with Hindustan Lever for 3.5 years from 1991 to 1994 Sep. He worked in Silvassa Factory for 2 years and was responsible for factory accounting. Later he worked in Corporate Planning at Mumbai for Popular detergents Group.

Sridhar joined ABB in Oct 1994 as business controller for a product group for 2 years and from 1996 onwards with Project business unit controller. From 2002 to 2007 July headed the Division controlling reporting to CFO & Division Manager. From July 2007 onwards to middle of July 2015 as Country Controller & Head of Investor Relations for ABB. Currently working as CFO & Head of Investor Relations for ABB India since July 2015.



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## **Atul Roongta**

**CFO, National Commodity & Derivatives Exchange (NCDEX)**

Atul has been with the Exchange since July 3, 2017. He is a qualified chartered accountant.

He is a former chief operating officer of BOI AXA Investment Managers and has worked with Bharti AXA Life Insurance Company Limited and KPMG Advisory Services Private Limited. He has over 25 years of experience in finance, consulting and investment banking.



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## **Rohit Gupta**

**Chief Financial Officer, ZEE Entertainment Enterprises**

**Rohit Gupta** is the Chief Financial Officer at Zee Entertainment Enterprises Ltd (ZEEL). A Commerce graduate from Delhi University and Chartered Accountant, Rohit has over 25 years of experience spanning across Finance & Accounts, Investor relations, M&A, Strategy, Treasury and General Management in Multi-national and Promoter led organizations across Technology and Telecom industry.

In the past, Rohit was associated with Chaudhary Group, Brightstar Telecommunications Ltd, NUT Ltd, Virgin Mobile India, Bharti Airtel, British Telecom Looksmart Ltd and Hutchison Max. His last assignment was with the Chaudhary Group, a leading corporate house with interest in Telecom and Mobiles in Nepal, wherein he led Green field roll out of Telecom Services pan Nepal as Consultant.



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## **Dr Sanjeev Rastogi**

**Partner, CEC Head Deloitte At Deloitte Shared Services**

Dr. Sanjeev possesses over 27 years of extensive experience in setting up and managing large operations in the shared services and business process outsourcing (BPO) industries, in the areas of finance, insurance and procurement. He is currently a Partner with Deloitte India and heads the company's capability enhancement centre (CEC).

In his previous role, he was the Managing Director of Syngenta Services and prior to Syngenta, he was the Operations Director at Metro GBS and had also led the controllership function for Hewlett Packard (HP). He has also held senior leadership roles at Xerox, Accenture, Standard Chartered Bank, and American Express.

Dr. Sanjeev believes that desire, dedication and discipline are essential for success and as a leader you should always 'walk the talk' and treat everyone the way you wish to be treated.

He holds a Bachelor of Commerce (Honours) degree from Delhi University, and has recently completed his Doctorate (PHD) from Bharathiar University. He is also a Chartered Accountant, Cost Accountant and Company Secretary. He has also attended various short-term courses at prestigious universities across the globe, including the likes of Insead, IMD and Temple university in Japan. He is well connected within various industry forums like Shared Services Forum (SSF) India, NASSCOM, IMA, CII, etc. and is a regular speaker at forums hosted by these bodies. He also conducts guest lectures at leading education institutes.

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## **Serge De Vos**

**Managing Director – Global Operations (Finance, Commercial and People),  
Anheuser Busch InBev**

**Serge** has grown through a non-traditional career, spanning multiple functions and countries. He has gained a wealth of business acumen through roles in B2B Sales, IT Operations mgt, FMCG Logistics and Supply Chain, Finance and People operations.

Serge moved to India to establish the AB-InBev Global Capability Center, an operation with more than 1000 professionals. The Centre runs the Finance, Commercial and People operations for multiple AB-InBev Zones with an aim to transform the office to become an Intelligent Operation powered by AI/ML.

He is passionate about people management and coaching. Through his motto ' Create Your Legacy" he inspires his teams to learn, grow and deliver unseen results in every role they take. His humble but determined leadership style helped him manage several turnaround and change projects.





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## **Lalitha Indrakanti**

### **Head Of Global Business Operations, Ingka Group**

**Lalitha** is the Head of Global Business operations for Ingka Group. She has over 25 years of experience in IT services and Capability centers. Lalitha in her role is responsible for GBO operations from 3 Regional centers in Poland, China, US and the global center in India. GBO team is responsible in implementing modern business tools to meet the new business demands and increase co-worker satisfaction. GBO a key partner for group functions such as Digital, Finance, Procurement and People & Culture, with the potential to expand scope over time. Additionally, GBO will partner with these group functions to set up value-added services and Centres of Expertise, co-located with the GBO.

Earlier to Ingka, Lalitha worked as Managing director and Country leader for Cargill business services (CBS) India. CBS Bangalore stood up 6 functions and 2800+ people in 5 years years. Prior to Cargill, Lalitha worked at IBM for 11 years in multiple leadership roles, the last one as Account Director for a large C&P client accountable for revenue, delivery from three global delivery centers across the world with a large global team.

Her experience span across consulting, sales, bid management, P&L responsibility, IT services and transformation, management of large, globally diversified teams. She led many diversity groups in her career and a key proponent of workspace inclusion. She is an active member of GCC community in Karnataka and part of Nasscom GCC council and chair for Nasscom regional council in Karnataka.

Lalitha graduated from Andhra University and pursued Management course from IIM Kolkata. She lives in Bangalore with her husband and 2 kids along with their pet kid.



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## **Sudipto Mukherjee**

**Site Director, Berkadia Services India**

**Sudipto Mukherjee** is well known as someone who loves new ideas, new concepts, new ways of doing things and no task is too big or too small. He joined Berkadia on 01 March 2019. Prior to joining Berkadia, he was the Head of Global Finance Services at Standard Chartered Bank and was responsible for managing a complete portfolio of finance services for the Bank across sites of Chennai, Bengaluru (India), Tianjin (China), Nairobi and Accra (Africa), Warsaw (Poland).

Sudipto is a Chartered Accountant by education. He started his career as an Auditor at Deloitte Haskins and Sells. He has been working for the last 30 years in various roles in the Finance including, Treasury, MIS, Core Accounting, Accounting Operations, Six Sigma to name a few. His stints include working with organizations like HSBC, JP Morgan, GE Capital etc. He has worked in the Finance Off shoring space since 1997 in multiple Indian cities like Kolkata, New Delhi, Hyderabad, Mumbai, and Chennai and overseas like Budapest and Fort Myers, Florida.

As the Site Director of Berkadia India, Sudipto's role is multifaceted to include providing leadership, management, and vision necessary to ensure that the organization has the proper operational controls, administrative and reporting procedures, people, and systems in place to ensure operating efficiency. He is committed to upholding the culture of Berkadia, enhancing its brand presence in the India market, and leading a high-performance management team in championing initiatives aligned to the organization's strategy and business goals.

On the personal side, he is married to Rumpali and has two daughters. He believes that one should have one passion outside work and his passion is music. He also spends time with his six furry felines at home.



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## **Geetha Ramamoorthi**

**Vice President - Digital, India Operations, WS Atkins**

**Geetha** is a Finance professional turned Technology leader with a Growth mindset who believes in continuous learning. She is a C.A and ICMA and holds Certifications from prestigious top-ranking Business Schools viz; on 'Digital Transformation' from MIT Sloan School of Management and 'Corporate Strategy' from UCL School of Management. She has a passion for learning how technology can drive business transformation and growth and has successfully implemented large scale transformation in her current role. She is a tech enthusiast and evangelist who is focused on driving technology adoption to enhance client value and business performance. She is an active speaker in forums where technology and digital are making inroads and shifting the paradigm of how businesses will transform to drive greater value for their clients, disrupt industries and grow their market share. A member of Thinkers360 she actively blogs on technology and innovation and how the intersection of Digital technology with business strategy is changing the game for corporates and their workforce.

Geetha has diverse experience of leading Finance, Operations, Business verticals, Business Change and Digital Transformation in India and overseas. She is leading Digital in India and spearheading delivery of corporate strategy around harnessing data and technology for the next phase of evolution and growth of the business. She plays a lead role in implementing learning & talent development programs with a strong focus on skills for the future. She is a strong advocate of Diversity & Inclusion at workplace, is a sponsor for the LGBTQIA+ community in her company and takes extra interest in mentoring colleagues to help them evolve as confident and inclusive leaders.

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## **Hari Ganesh Kumar**

**Enterprise Proposition Lead, Asia and Emerging Markets, Thomson Reuters**

Hari looks after proposition for Thomson Reuters ONESOURCE solutions across Asia-Pacific, India, MENA & Africa. As Enterprise Proposition Lead, he works with large organisations propelling their adoption of technology to meet their global tax and accounting compliance reporting requirements. His focus is to drive engagement and ensure customers get the most out of the ONESOURCE suite and services including driving the future of the solution within the region.

Hari has spent more than 15 years in industry working with tax and accounting software. He has had a variety of roles ranging from implementer, solution consultant, team lead, product manager continuously focusing on the role technology plays in reducing cost and increasing quality of compliance. Hari has worked with a number of clients, ranging from small to medium enterprises, multi-national corporations, governments and “Global 7” accounting firms.

His strong customer focus, curiosity and dedication to continuous improvement results in his ability to drive the adoption of technology to solve challenges in an ever-changing tax and accounting landscape.



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## **Anand Maheshwari**

**Founder & Chief Corporate Officer, Quintes Global**

Anand is a meritorious Chartered Accountant and a veteran CFO. He comes with nearly four decades of extensive work experience with a blend of senior management & entrepreneurial roles, within India and UK. He is the Founder Director of Quintes Global, a new business entity, promoted by RvaluE Group to offer an innovative solutions & capabilities in Business Process Management to a niche segment – both in India as well as globally. Anand's experience includes controllership/ CFO responsibilities, business and finance leadership across domains: Offshoring & Domestic Business Services, Financial Services, Oil, Petrochemicals & Chemicals, IT & related services. Anand has worked in corporations like Jubilant Organosys, Kanorias, American Express and Venture Infotek (now Atos Worldline). Over the last 13 years, Anand has been a serial entrepreneur, starting as a co-founder for Intrust Global in Business Services space, Chairman of Suprawin Technologies and then co-promoted Pegasus Oil & Gas Services. Intrust Global was recognized as one of the 10 fastest growing LPO companies by the Black Book of Outsourcing. He has worked on significant strategic initiatives with large global organizations like Solvay Business Services in Europe, and many others in UK, USA and Asia Pacific. Anand was earlier instrumental in setting up the first-ever Global In-house Captive (GIC) Financial Center of American Express in India in mid-90s as Shared Services for F & A and Operations processes. He handled multi billion dollars' business transactions, pioneered transitions of finance and operations processes, led multiple global projects like Y2K and BPR, bringing huge cost saves and value to various stakeholders and was deputed to UK on a global assignment. He also received the Chairman Award for Quality six times.

In his current role with the RvaluE Group, Anand brings proven strategic execution capabilities, stakeholder collaboration and people management skills and focus on coaching and mentoring leaders. While detail oriented, he has an excellent strategic oversight and has a keen mind that breaks down complex issues into manageable chunks. He brings insight, global experience, expertise and a sense of humor to engagement, enabling him to collaborate well with clients, associates and colleagues.

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## **Upendra Gadre**

### **Group Vice President Finance and CFO Tata Autocomp Systems**

**Upendra** is an Engineering graduate from College of Engg Pune and then completed MBA Finance from Symbiosis Pune. Also completed CFA from ICFAI Hyderabad. He has a work experience of more than 28 years in the Manufacturing industry in Finance domain cutting across all functions of Finance. He has worked with Grindwell Norohtn, DGP Hinoday (now part of Mahindra Group), Garware Technical Fibres Ltd, and Cummins India.

For the last 16 years, Upendra has been working with Tata Autocomp as Group Vice President – Finance and CFO – Legal Entity. At Tata Autocomp, he also worked in corporate role and was CFO of Tata Hendrickson and Tata Green Batteries. He is responsible for entire Groups Accounts, Taxation, and Treasury; having turnover of more than 5000 Cr with 12 companies and 45+ plant locations. He is also responsible for Group Budgets, Forecasting, planning and reporting; as well as for Tata Autocomp Legal entity as CFO.

He has established shared service function for accounts, treasury and Taxation. Account shared service is also for overseas units having presence in Sweden, Poland, USA, Mexico and China. He plays an active role in advising the business units on pricing policy and strategies to improve the contribution ratios. He has also initiated group automation the process once again aimed at cost optimization and benefits in consistency and compliance. Apart from Finance domain, he has an experience in handling green field project and operational functions like Stores/ Production Planning, Logistics and Systems Development.

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## **Sudhir Banerjee**

**SVP & Head – Global Business Services, ABB**

**Sudhir** joined ABB in June 2016 as Head GBS Bangalore. Prior to ABB, Sudhir has worked in establishing shared services for GE and Honeywell from their inception. Known for his passion for People, Customer and Processes, Sudhir has more than 30+years of experience in the field of Global Business Operations, Process re-engineering, Six Sigma, Total Quality Management (TQM), Japanese Manufacturing System JIT both in Service, Manufacturing & Consultancy assignments with Eicher Consulting.

He has handled large scale interaction process (LSIP) for Strategy deployment during study state as well as enabling merger and acquisition scenarios and service blueprinting and Customer excellence. He is a member of the board of Directors for ABB India. He was part of the Core team for NASSCOM-(Global In-house Center) and NASSCOM analytics. He is active member of industry forums like SSF India, EBG, SSON, CII, SHRM, FICCI forums. He was a member of the board of Directors for Honeywell.

He mentors and visiting faculty for students of (School of Inspired leadership - SOIL) and Sri Sathya Sai Institute of Higher Learning – Puttaparthi. He has worked at Honeywell, GE Capital, and Eicher-Mitsubishi. Sudhir stays in Bangalore with his family. He is a Lean Six Sigma Master Black Belt, Change accelerator and Design Thinking. He is an MBA – Marketing and B.Tech Mechanical.





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## **Nitin Jain**

**Executive Director & CEO, Welspun Global Services**

**Nitin** is a certified Chartered Accountant by profession and a graduate in Commerce. He brings 18 years of industry experience into diverse areas like Finance & Accounts, IT, Shared Services and related special projects. He has worked in Shared Services, Automotive, Agricultural, Construction and Carpet equipment manufacturing industry.

He has proven ability in designing and implementing business solutions and steering cost accounts activities; with hands on exposure to handle the complete life cycle for ERP Implementation. He is a highly skilled Tax Professional proficient in analyzing and evaluating financial data.

His interest beyond profession includes cycling, cricket, reading and traveling.



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## **Ashish Masand**

**Business Leader, UST**

Ashish is a Growth-focused leader with over 25+ years of expertise in APAC, Enterprise & Channels, GTM strategy & execution, developing winning teams, developing & scaling new markets & channels, business development, driving strategic alliances, substantial growth, and managing P&L.

He has an extensive industry experience delivering innovative solutions for Cognitive Process Automation, Collaboration, Digital Transformation, Infrastructure modernization to multiple sectors including Banking, Financial Services, Insurance, Automotive & Auto Suppliers, Industrial Manufacturing, Telecom, Service Provider/MSPs, Defence, Railways, CPG, Retail, FMCG, F&B, Academic / Education Sector, R&D Establishments.

He has a proven success in launching new initiatives into emerging markets and driving to market leadership. Achieved growth across Asia through the development of new strategies, restructuring, roll out of a new partner program and focus on execution.

He specializes in establishing and developing emerging markets. He has an extensive working knowledge of Enterprise Sales and Channel Management in Asia including India, ASEAN & ANZ; Country Leadership, establishing Route-to-market development, go-to-market strategy, direct and channel sales; Recruitment, Development, Acceleration & Management of Channels, Resellers, Distributors, System Integrators, Alliances & OEMs, and System Integrators. He is focused on evolving strategies for Digital Transformation, Modernization (Mainframe / Data Center / Enterprise Apps), Enterprise Collaboration & Infrastructure Solutions, EAI, BPM, ECM, Process Automation, DevOps, Data Center Modernization, IOT & IIOT, Analytics, AI, Cloud Compute & IaaS / PaaS / SaaS, HCI, Machine Learning, Mobility Solutions, Security, and many more.



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## **Tanmay Agarwal**

**Vice President & Head Global Business Services, Hindustan Coca-Cola Beverages**

Tanmay currently leads a large multi country, cross functional shared services at Hindustan Coca-Cola Beverages Pvt Ltd. He is now creating a Vs3.0 of his GCC which is making it a “strategic enterprise enabler”. He and his team in the shared services work on “work that matters most” at an Enterprise level which includes a number of initiatives that drive the company Revenue and Bottom line- generating Value with Speed.

His team has been consistently winning awards at various Shared Services Forums in India and Asia region in business transformation & partnership. Tanmay has been a distinguished speaker at various national and international forums in the area of Institutionalizing Analytics and Shared Services as a Strategic Enabler.

Prior to joining Coca-Cola, Tanmay spent 15 years at operational and strategic levels in Unilever & 7 years at Genpact where he led teams across geographies in the Consumer Goods Industry. He is an alumni of NIT Jaipur and SP Jain Institute of Management and someone who is Passionately Curious, Entrepreneurially committed & defying conventional wisdom & loves to commercialize new ideas in the start-up world.

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## **Martin Mogensen**

**Head - Finance Operations, Syngenta Group**

Since joining Syngenta in 2004 Martin has held various senior finance roles, including Head of Finance APAC Region and Head of Finance Operation EAME Region. Prior to joining Syngenta, he held various finance and M&A roles in Carlsberg Breweries.

In his current role, he is responsible for the Global Finance Operations function and in parallel driving the digital finance strategy for the function.

Martin is a native of Denmark and is currently based in Basel, Switzerland..



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## **Sushil Kedia**

**Head – Finance Centre Of Excellence, Tata Steel Limited**

Sushil is a Chartered Accountant with 15 years of experience. While he studied to be an accountant, he has developed himself into a digital finance professional.

He has been working with Tata Steel for 10 years and has led multiple transformation programs. Besides being a process re-engineering expert, he has had the experience of working with various technologies encompassing SAP, Robotic Process Automation, Machine Learning, Visualisation tools, Blockchain and Virtual Reality. He has also worked in roles across Financial Planning, Analysis and Controls Assurance.

Prior to joining Tata Steel, he was working with Deloitte. He has keen interest in storytelling and visual experiences.



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## **Sanjay Gupta**

**Chief Architect, Shared Services Forum**

**Sanjay** has 32 years of work experience in the fields of Management, Business Process, Finance & Human Resources. He comes with a blend of experience in global and domestic corporations, in private sector and public sector organizations in various capacities. He combines extensive experience in strategic as well as operations roles, covering various domains in Off shoring, Financial Services, Insurance in Global Shared Services & BPO, with demonstrated execution and success.

At SSF, he has pioneered & published several research papers on BPM & Shared Services and also co – authored the first ever comprehensive book on BPM – “BPM in Global India – The Inflection Point for Competitive Advantage”. Sanjay is the Executive Editor of Shared Services Forum’s Journal, Process Edge and contributes immensely towards GICs/ Shared Services/ BPOs by knowledge capture, sharing and dissemination through articles, research and creating models for base lining and growth.

Sanjay is a Chartered Accountant by qualification. During the initial 10+ years of his corporate career, he worked within the core Finance & Accounting functions in domestic companies such as Living Media and Indian Oil Corporation. He moved to American Express FRC where he first migrated and then serviced several groups of international financial services covering card and travel business. Sanjay joined EXL Service Holdings, a New York based services company. His excellent operational insights and structured approach to find practical and innovative solutions made him the part of initial core team at EXL. As Operations Lead, he was instrumental in growing the BPO Business and Operations across multiple verticals, leading several business process initiatives, and developing frameworks connecting operational service delivery to business KPIs of clients. Having led large teams and given his focus on people and performance, Sanjay moved to become the Global HR Head for EXL (25000+ people), reporting to the CEO as well as the Compensation Committee of the Board. As the HR head, he played a key role in strategy development to achieve business goals. Currently Sanjay divides his time between SSF activities and consulting for large corporates. He is also a passionate teacher of the English language and coaches the underprivileged children, youth and young adults.

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