



## Profile – Domain Expert DE496

### Qualifications

- Professional Doctorate in Global Leadership & Management, (European International University, Paris –Jun 2024)
- FTIEA-Fame Times International Excellence Award in Global Leadership & Management
- M.B.A - Finance – GOLD MEDALIST, Annamalai University
- B.A – English Literature, University of Madras – India

### Base Location:

Chennai, India  
Singapore, OCI

### Domain Area:

- Large Scale Transformation and Change Management Programmes
- New Markets Expansion and Set-ups
- Business Process Management
- Operation & Strategy
- Data Analytics and Information systems
- Outsourcing
- Offshoring,
- Creation of Centres of Excellence.

### Organisations Worked for

- Euro Exim Bank – Head of Operations & Strategy
- IQEQ – Management Consultant – Mauritius
- Solvecube Pte Ltd – COO & Management Consultant - SGP
- Standard Chartered Bank (India, Dubai, Singapore)
- Managing Director & Global Head – Client Onboarding & Lifecycle Management, Corporate Institutional & Commercial Banking, SCB, Singapore
- Global Head – WB Client Onboarding & Counterparty Static Data Unit, SCB, Singapore
- MENA Private Bank, Standard Chartered Bank, Dubai, UAE
- Business Consultant (India)
- Standard Chartered Bank (India)

### #Years of Experience:

27+

### Sub-Domain:

- Liquidity Management
- Budget - Creating and Analysing
- Accounting Standards for the Financial Services Industry (excl. Insurance)
- Business Continuity Management
- Operational Risk Management

### Key highlights of your career

- *She is a seasoned and highly experienced Banking Professional with over 27 years of experience in the industry. She joined Euro Exim Bank in April 2022 as Head of Operations & Strategy.*
- *With a diverse background in progressive leadership roles, she has excelled in Client Lifecycle Management, Regulatory & Compliance Projects, New Setups, Mergers and Acquisitions, Transition, , Re-engineering, and Shared Services & Global Capability Centres.*
- *She has successfully Strategized and led cross-functional teams to drive change and transformation in Strategy and operations Best Practices.*
- *Her Consulting career spans around ~ 5 years in Financial Services and FINTECH domains across geographies. A combination of analytical thinking, strategic planning, and a customer-centric mindset characterizes her approach to banking.*
- *She embraces innovation and leverages the latest technology to streamline processes, enhance operational efficiency, and provide clients with convenient and seamless banking experiences. Her mission*



## TrainingCentral

*is to positively impact clients' lives, helping them navigate the ever-changing financial landscape and guiding them toward financial success.*

### Description of roles and responsibilities held over the years

**Organization** : Euro Exim Bank  
**Designation** : Head – Operations & Strategy  
**Period** : Apr, 2022-Present)

#### Key Responsibilities and Achievements

- Streamlining and achieving excellence in client experience and operations with focus on digital initiatives, CRM, KYC,
- Client onboarding, compliance and digital assets
- Own and drive the key Strategic Initiatives to drive growth for the organization – new set-ups, market expansion
- Develop and implement strategic initiative ideas that meet the needs, gaps, and opportunities of the organization in the areas of business and market expansion.
- Lead the planning, execution, communication and change management of the organization's Strategic Initiatives.
- Develop and grow regional, cross-functional engagement mechanisms for planning and execution of the strategic Initiatives.
- Design operation strategies and governance structures and explore new business models
- Strategy and best practices to create and deliver a consistent global operating framework
- Provide overall leadership and direction to the organization's Marketing and Business development, Banking Products & Services, Compliance, Operations, Finance, HR, Audit and Risk functions
- Review and implement efficient operational policies and processes as per best industry standards
- Program/project management, organizational change management, providing high standards of quality of execution and deliverables.
- Create and execute measurement and monitoring mechanisms for the Strategic Initiatives program, including metrics capture, reporting, and analytics for identifying signals, opportunities and challenges.
- Support multi-functional teams in formulating, designing and implementing various strategic initiatives within the organization across key markets.
- Provide guidance and leadership in the deployment of various transformation initiatives in EEB.
- Support inorganic acquisition opportunities which will accelerate and/ or enhance the strategy for EEB

**Organization** : SOLVECUBE PTE LTD – Singapore / India  
**Designation** : Global COO  
**Period** : Jan'2019-Dec'2023

#### Key Responsibilities and Achievements

- Managing the various Operations of the Group – right from Business Consulting, Client Servicing, Process Management, Product Development, Product Lifecycle, Operations & Risk Management, Finance, Technology Roadmap, Infrastructure Management, Lead Management, Digital Marketing and Business & Client Support
- Lead and drive the e2e program management of all projects (internal and external clients ) of the organisation and execution at client sites.



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- Chief Data & Privacy Officer for the Group
- Management and ownership of all Product and Technology roadmap, development, roll-out of systems and processes
- Drive project execution at client sites across various business domains – Banking, FINTECH, Compliance, Risk and process Re-engineering and Design Thinking
- Driving the business development through all the digital channels of the organisation
- Drive product enhancements and new product development, based on client feedback on our current products and services
- Lead and enhance the intelligent AI enabled matchmaking engine for the Solvecube Market place for various domains
- Set-up and establishing the complete business model & Operations from front to back for the Group across all Product verticals and customer segments.

**Organization** : Standard Chartered Bank -Singapore

**Designation** : Managing Director/ Global Head – Client On-boarding (COB) & Client Life Cycle Management (CLM)

**Period** : Jan'2014-Feb'2017

### **Key Responsibilities and Achievements**

- Managing the Client On-boarding & Client Life Cycle Management for Corporate & Institutional Clients & Commercial Clients and manage both the business ownership and driving the strategic change and the governance and execution
- Global Process owner for the for e2 COB and CLM spanning from On-boarding, Client Management throughout the life cycle and Off-Boarding
- Drive the COB & CLM agenda to Corporate, Institutional Clients & Commercial Clients – right from Client Due-Diligence, Client On-Boarding, Regulatory On-Boarding, Product On-Boarding, Client Data Management, Off-Boarding.
- Lead and drive the Investors On-Boarding & Management for Investors clients through infrastructure programme
- Lead and drive the Regulatory On-Boarding & Management for Corporate & Institutional Clients & Commercial Clients for various regulatory reforms – FATCA, CRS, CCP, Dodd Frank, EMIR, CAD, MIFID etc.
- Manage the Strategy , Design and Change for Client on-boarding and Client Life Cycle Management Processes
- Was instrumental in driving the Client On-Boarding (CDD) and Client Lifecycle Management Solution for the bank
- Part of the Strategic due diligence team to deep-study the FENERGO ad PEGA CLM Solutions
- Global process ownership for the entire Client Lifecycle Management – right from Prospecting to Due Diligence , Static Data , ongoing management, adhoc & periodic reviews , product maintenance and Off-Boarding
- Leadership and execution of Client data led projects supporting various business initiatives related to regulatory and performance improvements
- Drive the governance, risk and controls framework for the Client management for the Corporate & Institutional and Commercial business.
- Own the Client Data Quality management & Operational Risk Management Framework as Global Process Owner



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- Core Member and chair of various Committees – Client Management Group, Group CDD Committee, Operational
- Risk Management Committee, Information Governance Committee, Process Governance Committees

*(the last 10 years shared to indicate areas of expertise. Extend to more no. of years if required)*