

Pankaj Sharma

Executive Vice President & Head - Retail Operations

Pankaj Sharma is Executive Vice President & Head - Retail Operations at Axis Bank. In this role he is responsible for customer centric, efficient and reliable delivery of on-boarding and lifecycle service transactions for the retail banking customers.

He also heads process quality where he anchors bank-wide process re-engineering, change management and lean-six-sigma initiatives. In this role Mr. Sharma has been driving large scale transformation programs across retail banking and wholesale banking space in the bank, strengthening bank's position in customer focused service delivery, operational efficiency and sales effectiveness. He also leads ATM Channel, Phone Banking and Branch Digital Initiatives.

With more than 19 years of experience in financial services industry across banking, insurance and consumer lending, Mr. Sharma brings rich experience of leading large scale distributed service footprint; centralized back-office transaction delivery; business excellence function providing internal consulting, product lifecycle management and process automation services.

Previously, Mr. Sharma has worked with GE Money and ICICI Group across Retail Bank, Venture Capital and Life Insurance Business. In his Last assignment at ICICI Prudential Life Insurance, he was heading Six Sigma, Process Management, Service Quality and Malcolm Baldrige initiative.

Mr. Sharma is a Certified Master Black Belt, holds an MBA in Finance from Symbiosis, Pune and Bachelor's Degree in Business Studies from University of Delhi.

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