

Sanjay Gupta
Chief Architect,
Shared Services Forum



Sanjay Gupta is the Chief Architect of Shared Services Forum. He has over 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 organizations in various capacities, strategic as well as operations roles, covering various domains in Off shoring, Financial Services, Insurance, Oil & Energy and Media.

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 has takes this 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.