



Pankaj Sharma is the COO at RBL Bank and brings over 20 years of experience in the banking and financial services industry. In his current role, he supervises the Operations and Corporate Services functions for the RBL Bank. Prior to joining RBL Bank, Pankaj was with Axis Bank where he spent around nine years in several functions. He was last heading their Retail Operations and was also responsible for Process Quality, ATM Channel, Phone Banking and Branch Automation & Digital Initiatives.

Pankaj brings rich experience of leading large scale distributed service footprint, centralized back-office transaction delivery, organization wide business transformation programs and driving process efficiency through robotics, machine learning & artificial intelligence. He is an expert speaker in national and international forums on subjects related to Business Transformation, Operational Excellence and Artificial Intelligence.

Pankaj is a Certified Master Black Belt and holds a Bachelor's degree in Business Studies from University of Delhi and has done his Masters from Symbiosis, Pune.