

**Mukesh Malik**  
**Chief Operating Officer**

Mukesh Malik joined the Aditya Birla Group in July 2016. In his role as the Chief Operating Officer, ABCL, Mukesh is responsible for setting vision, strategy, policy formation and execution for Information Technology & Operations to enable future growth. He partners all our businesses / functions to bring in new technologies & operating platforms, build digital assets and leverage these for business growth. He also leads Quality & Business Excellence across Service, Sales and Operations.

Prior to joining the Aditya Birla Group, Mukesh worked with Citibank for 10 years. As Managing Director, he steered Citi's Operations, Customer Service and Technology organization in South Asia. He also headed Citi's global delivery centres in India, including Chennai which was established and grown significantly under his leadership. During his stint with ABN AMRO Bank (1999 – 2006), he headed its Retail Bank (West), Service and Business Solutions. In his last assignment, he was Country Operations Head across all its businesses. Mukesh started his career with Bank of America in 1991 and played key role in bank's consumer banking launch and subsequent significant growth, before leaving in 1999.

Having worked with large global banks for 25 years, Mukesh brings rich experience from very diverse leadership roles in business, operations, technology, customer service, finance, client analytics, human resources & financial modelling in the consumer and corporate banking space.

Mukesh is a Chartered Accountant and an alumnus of Shri Ram College of Commerce, Delhi.