

AMIT SHARMA

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Head of Strategy, Business Planning & Digital Transformation

Enterprise AI & Digital Strategy | ERP Led Transformation | Business Planning & Performance Management | CXO Advisory

Visionary AI and Digital Transformation Leader with **25+ years** of global experience driving large-scale enterprise operating model change across customer operations, CX, and shared services. Delivered **AED 200M–250M+** in enterprise value through GenAI, automation, and data-driven decisioning embedded across ERP and CRM platforms — achieving **AED 40M+** in hard cost savings and **30%** digital revenue CAGR. Trusted CXO advisor across Europe, UK, US, and ANZ markets. Proven in leading multi-geo organisations of **200–3,500+** FTEs with full P&L ownership — including a high-stakes turnaround of a **AED 300M+** ACV / **3,500 FTE** Utilities engagement from critical failure to full SLA and financial compliance within 24 months. Six Sigma Master Black Belt | SAFe 6.0 Practitioner | Global award recipient (Stevie, GSA UK, ISG). **Immediately available for senior leadership mandates across Dubai, Abu Dhabi, and broader GCC markets.**

Notable Achievement Highlights (Last 5 Years):

- Delivered AED 200M+ in measurable client P&L impact within 24 months through enterprise-wide AI, automation and CX transformation across billing, collections and back-office operations (2022–2025)
- Led full turnaround of a distressed AED 300M+ ACV / 3,500 FTE Utilities engagement — recovering performance from critical failure to full SLA, KPI and financial compliance, with NPS improving from below -10 to above +30 across all customer interaction channels (2020–2022)
- Achieved AED 40M+ in hard cost savings and AED 120M+ in recognised business benefits through GenAI, intelligent automation and operating model redesign (2020–2025)
- Drove 30% Digital Revenue CAGR by building AI-led transformation propositions and scaling lighthouse implementations across European and UK Utilities clients (2020–2025)
- Received global transformation awards including Stevie Awards, GSA UK and ISG recognition for excellence in AI-led enterprise transformation (2020–2025)

WORK EXPERIENCE

WNS (part of Capgemini) - India and Dubai, UAE

04/2018 - 10/2025

Global Digital Transformation Lead

Directed AI and digital transformation portfolios across 200–3500+ member multi-geo organisations, owning AED 220M–260M ACV governance reporting to CXO stakeholders.

- **Enterprise AI Strategy** — Architected multi-year GenAI and automation roadmaps across European Utilities clients, integrating ERP/CRM platforms and data-driven decisioning into core workflows, delivering AED 120M+ enterprise value and 30% digital revenue CAGR
- **ERP Led Transformation** — Redesigned billing (SAP ISU), collections (SAP S/4HANA), CX and back-office (Salesforce Service Cloud) operations for large-scale Utilities engagements, deploying assisted digital and channel optimisation interventions that drove NPS from below -10 to above +30 across all customer channels
- **Business Planning & Performance Management** — Owned full financial accountability across AED 220M–260M ACV programmes, establishing a Transformation Control Tower that recovered a distressed 3,500 FTE engagement to full SLA compliance while delivering AED 40M+ in hard cost savings within 24 months
- **CXO Advisory** — Partnered with CIO and COO-level stakeholders across multi-market programmes, shaping AI investment priorities and commercial realignment strategies that restored executive confidence, protected strategic revenue and drove 30% organic account growth

Tata Consultancy Services (TCS) - India

09/2011 - 04/2018

Transformation Head – Utilities, Media & Information, F&A, SCM

Led transformation and delivery excellence across 35–40 direct reportees spanning global Utilities, Media and F&A portfolios, influencing AED 165M–185M+ in business benefits and growth programmes.

- **Enterprise AI Strategy** — Spearheaded analytics-led transformation programmes across Utilities, Media and F&A portfolios, deploying digital channel enablement, collections optimisation and process automation tools to modernise customer operations, contributing to AED 165M–185M+ in measurable business benefits across multi-year engagements
- **ERP Led Transformation** — Restructured end-to-end customer operations across billing (SAP ISU), collections (SAP S/4HANA) and back-office (SAP – AWB environment) for global Utilities clients, deploying assisted digital adoption and channel optimisation interventions that improved cash flow, reduced bad debt exposure and drove approximately 30% organic account growth

- **Business Planning & Performance Management** — Owned governance frameworks, performance management and benefit realisation across large-scale transformation programmes, designing commercial models and solution architectures that contributed to AED 92M–110M+ in new revenue through transformation-led RFPs and existing account expansion
- **CXO Advisory** — Collaborated with senior delivery and client stakeholders to align transformation initiatives with strategic business objectives, designing and presenting solution frameworks across RFP and RFI engagements that expanded the Utilities business footprint and strengthened long-term client partnerships

HSBC - India

05/2008 - 09/2011

AVP – Quality & Banking Transformation

Led cross-functional quality and CX transformation programmes managing 15 consultants (Green Belts & Black Belts) across multiple banking processes, reporting to VP-level transformation leadership.

- **Enterprise AI Strategy** — Deployed Lean Six Sigma methodologies and analytical frameworks across banking operations, establishing KPI baselines that enhanced performance visibility and service quality across multiple processes
- **ERP Led Transformation** — Redesigned cross-functional banking workflows using Lean and Six Sigma tools, driving measurable gains in customer experience, process containment and cost-to-serve reduction
- **Business Planning & Performance Management** — Owned governance frameworks and benefit realisation reporting across a 15-member specialist consultant team, ensuring continuous improvement programme delivery to VP-level leadership
- **CXO Advisory** — Translated complex operational challenges into structured improvement roadmaps, aligning quality and CX initiatives with organisational strategy and presenting outcomes to VP-level stakeholders
- **Enterprise Reporting Transformation (HR)** — Led consolidation of fragmented HR metrics across ~40+ entities into a unified, system-driven reporting framework, creating a single source of truth and eliminating ~30 FTE worth of manual effort weekly

EARLY CAREER

- **Satyam Computers | Senior Consultant – Business Maturity | 06/2004 – 04/2008** | Delivered process maturity and operational excellence programmes across enterprise clients, building foundational expertise in structured transformation and continuous improvement methodologies.

EDUCATION

Bachelor of Technology – Industrial Production | Guru Nanak Dev Engineering College | 1992-1996

SKILLS

Enterprise AI Strategy | GenAI Implementation | Intelligent Automation | Operating Model Redesign | Digital Transformation Leadership | ERP Transformation | CRM Transformation | Customer Experience (CX) Transformation | Billing & Collections Transformation | Back-Office Operations | Shared Services Transformation | P&L Ownership | Programme Governance | Benefits Realisation | Transformation Control Tower | Executive Stakeholder Management | CXO Advisory | Multi-Geo Delivery Leadership | Cross-Functional Team Leadership | RFP & RFI Solutioning | Commercial Modelling | Revenue Growth Strategy | Cost Optimisation | Digital Channel Enablement | Data-Driven Decisioning | Analytics-Led Transformation | AI Use Case Identification & Scaling | Lean Six Sigma (Master Black Belt) | SAFe 6.0 | Design Thinking | Agile Delivery | KPI & Performance Management | Value Realisation Frameworks | Supply Chain Transformation | Finance & Accounting Transformation | Enterprise PMO | Project Portfolio Management (PPM) | Stage Gate Governance | Investment Prioritisation | Annual Operating Plan (AOP) | Long-Range Strategic Planning | Rolling Forecasting | ERP (SAP S/4HANA) Implementation | IT Systems Integration | Data Governance | Enterprise Risk Management (ERM) | Regulatory Compliance | Business Continuity Planning (BCP) | Portfolio Performance Reporting | Benefits Realisation Framework

CERTIFICATIONS & AWARDS

- Six Sigma Master Black Belt
- SAFe 6.0 Practitioner
- Design Thinking Expert
- Stevie Awards – Global Transformation Excellence
- GSA UK – Transformation Recognition
- ISG – Industry Recognition
- Indian Statistical Institute – Recognition