

# Mayank Upadhayay

Digital and Leadership Expert with 15+ Years in Banking, Operations, Administration and Management

## PROFESSIONAL SUMMARY

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A seasoned professional with over 15+ years of experience in **retail banking, corporate banking, asset-liability management, compliance, operations, strategic planning, and customer service**. Expert in credit underwriting, business development, marketing, collections, and NPA management, with a talent for forming strategic alliances to enhance market share. Known for people-centric leadership, effective team development, and a proven track record in project and product management across telecom, cement, KPO, and banking industries. Recent completion of an Advance Program in Digital Banking and Leadership from NIBM Pune, with a focus on **AI, Data Science, Blockchain, and Digital Transformation**. Career highlights include rapid advancement at **Canara Bank**, significant business growth, successful management of the **British Petroleum account at Genpact LLC**, and contributions to nationwide telecom product launches. Seeking an executive role to leverage diverse industry experience and drive organizational success in digital transformation and innovation.

## CORE COMPETENCIES

- |                              |                               |                          |
|------------------------------|-------------------------------|--------------------------|
| • Contract Management        | • Marketing & Operations      | • Change Management      |
| • Vendor Management          | • Creatives & Advertising     | • Digital Transformation |
| • Product/Project Management | • Gen AI and Machine Learning | • Six Sigma Green Belt   |
| • Quality Management         | • Team Leadership             | • Techno-Commercial      |

## WORK EXPERIENCE

### Chief Manager-Branch Head (VLB branch)

**Canara Bank, Faridabad** | Nov 2014 - Present

- Best branch award for servicing and managing portfolio of 12000 accounts and customer acquisition worth ₹412 cr.
- Appreciated by top management in building ecosystem of products and strategical pitching to HNI, NRI customers of branch.
- Working as Branch head at VLB, Prayagraj, motivated my team to increase branch business by ₹250 cr. within a year, showcasing significant growth and operational efficiency. Achieved “Best branch” award in all four quarters of year.
- Oversaw MSME portfolio (including HAM projects) worth ₹100 cr. and above while working as Senior Manager at LCB branch, Lucknow with a focus on account management and business growth despite limited resources.
- Instrumental in handling ‘UPPCF’ and ‘Sarv Shiksha Abhiyaan’ account worth ₹800 cr. and increased the branch business to ₹1200 cr. by implementing strategic business initiatives.
- Record for same-day disbursement of gold loan worth ₹1 cr. twice during my tenure at VLB Prayagraj and then at VLB Gorakhpur. Impressed by performance, top management inaugurated “Gold Plaza” during my tenure at the branch.
- Took an initiative to renovate 38-year-old branch from scratch to building modern facilities to attract footfall and increased branch business from ₹350 cr. to ₹600 cr. within a year.
- Promoted from Manager to Senior Manager then to Chief Manager and was retained in Lucknow circle for exceptional performance in Branch banking and achieving allocated targets by top management.

### Assistant Manager-Contract and Project Management

**Genpact LLC, Gurgaon** | July 2011 - August 2014

- Reduced operational costs and optimized processes for British Petroleum’s supplier contracts.
- Negotiated contract terms, and coordinated with stakeholders.
- Led a Six Sigma Green Belt project at Genpact Gurgaon, resulting in significant cost savings for British Petroleum, earning recognition for process and cost optimization.
- Utilized ERP SAP and Ariba systems to streamline contract management and data-driven decision-making.
- Achieved substantial cost savings for the client, earning multiple awards for excellence in process optimization and contract management.
- Represented a case study on BP’s oil spill crisis in the Gulf of Mexico, receiving the Strategic Business Review Award in 2012 for Contracting Excellence in Safety, Compliance, and Best Practices from Genpact CEO Tiger Tyagarajan.
- Honored with the Award for Outstanding Contribution in Leading the Value Stream for Team, Excellence Award for Best Performer, and Team Player Award in Contract Turnaround Efficiency at Genpact

### Senior Officer- Contract and Vendor Management, Reporting to V.P. (Commercial)

**Shree Cement, Ajmer** | July 2010 - July 2011

- Managed and finalized multiple project proposals and vendor contracts for a record-setting manufacturing facility.
- Conducted detailed techno-commercial evaluations, drafted and signed off on contracts, and monitored project progress.
- Rationalized job rates and ensured high-quality contractor performance.
- Played a pivotal role in Shree Cement’s achievement of commissioning a new manufacturing facility in record time, earning recognition in the Limca Book of Records for efficiency and cost-effectiveness.
- Successfully managed various contracts and procurement processes in diverse industries, demonstrating excellence in vendor management and strategic sourcing.

### Senior Project Executive-Project Management, (Mobile-VAS)

**Motorola India Pvt. Ltd., Mumbai | October 2008 - June 2009**

- Led the end-to-end development and launch of digital music products across telecom circles.
- Planned and executed product design, development, testing, and launch phases.
- Managed resource allocation, stakeholder communications, and compliance with technical and billing integration requirements.
- Launched successful digital music products, meeting ARPU VAS revenue targets, and enhancing customer satisfaction and product penetration.
- Planned and executed product portfolios PAN India for Motorola, including the launch of Telecom-Aircel & Idea, ensuring alignment with top management expectations and market demands.
- First in Project Management Group to get the “Yellow Belt”-Quality from Motorola University in 2008

### Deputy Manager- Product Management, Broadband (Voice&Data)

**Reliance Communications, Navi Mumbai April 2007 - October 2008**

- Developed and launched innovative broadband products in a highly competitive market.
- Defined product vision, mapped out strategies, and coordinated with content and platform vendors.
- Managed product development timelines, conducted market analysis, and ensured regulatory compliance.
- Successfully launched broadband products, driving significant customer value and contributing to company growth and market positioning.

## ACHIEVEMENTS&AWARDS

- Shortlisted in “Power of Ideas,” an entrepreneurial initiative by the Economic Times in collaboration with the Government of India and IIM Ahmedabad, 1999
- Secured 1st place in the Tata Crucible Online Quiz and 2nd prize in a technical paper presentation at the Government College of Engineering, Jalgaon, 2003
- Only student from a Country selected for “World Class Manufacturing” conference organized by Amrita Institute of Technology, Coimbatore, 2003
- Amongst the top 3 students in school to qualify for the National Mathematics Olympiad organized by the Delhi Association of Mathematics Teachers in Class X, 1999
- Presented a paper on “Micro Electro Mechanical Systems” at international conferences including IIT Delhi, MIT Pune, and BITS Pilani, 2003
- Held the presidency of the college festival committee and represented the institution in various national and international conferences, showcasing leadership and organizational skills during MBA curriculum, 2007

## EDUCATION

**IIT Roorkee | Sep 2024 | FDP programme on Advanced developments in AI: From basics of AI Generative AI, Explainable AI, and beyond.**

**Achieved course topper status in the Advance Program in Digital Banking and Leadership from NIBM Pune, excelling in AI & Data Science, Blockchain, Digital Transformation, and Technology Change in Banking**

**NIBM Pune | 2023-2024 | 67%**

**CAIIB (Certified Associate of Indian Institute of Bankers)**

**IIBF | 2015-2016 | 63.33%**

**M.B.A. (Marketing)**

**Mumbai University | 2005-2007 | 71% (Distinction)**

**B.E. (Production)**

**Shivaji University | 1999-2003 | 65%**

**AISSCE (XII)**

**L.P.S., CBSE Board | 1999 | 62%**

**AISSE (X)**

**L.P.S., CBSE Board | 1997 | 68%**