



PROFILE

Visionary Operations and Project Management Leader with over 23 years of comprehensive experience across banking, financial services, logistics, and technology-led environments. Renowned for delivering high-impact business transformation through strategic planning, innovation, and operational excellence. Adept at identifying opportunities for process optimization, implementing advanced automation technologies including RPA, AI, Outsystems, Finacle, and other core platforms to streamline operations, reduce costs, and enhance organizational agility.

Proven expertise in managing end-to-end project lifecycles, from ideation and stakeholder engagement to execution and performance tracking. Highly skilled in process reengineering, due diligence, and risk mitigation, with a sharp focus on compliance. History of building and mentoring high-performing, cross-functional teams. Known for developing scalable solutions that align with strategic business goals, enhance customer experience, and support long-term sustainability.

CONTACT

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GEETA SINGH

Vice President- Operation and Project Management

EDUCATION

- **JAIIB**, Indian Institute of Banking & Finance (2016)
- **MBA – Finance & Business Management** (2009)
- **Advanced Diploma in Business Administration** (2007)
- **B. Com, University of Mumbai** (2003)

Certification & Training

- **Pursuing Advance Banking Finance Program of IIBF** (2025)
- **Certified Scrum Master** – (2023)
- **Women Leadership Development Program** (2022)
- **Six Sigma** (2005)
- **Higher Diploma in Computer Software & Applications** (2002)
- **Tally Accounting Package** – Computer Craze Institute (2003)
- **Experiential Learning Program** – Alpha Module (2003)

WORK EXPERIENCE

RBL BANK LTD, MUMBAI

Vice President – Operations & Project Management 2023 – Present

- Oversaw nationwide digital payment operations: NEFT, RTGS, UPI, IMPS, BBPS, CTS, CMS
- Implemented auto-reconciliation tools, improved audit-readiness, and compliance
- Head Project governance for PAN India Operation
- Drove BCP & risk management frameworks, leading to uninterrupted services
- Managed 50+ cross-functional team, promoted customer-first culture

Deputy Vice President – Electronic Payments & Cheque Clearing 2021 – 2023

- Revamped CTS operations with BPM-based workflows and handheld scanners
- Reduced TAT by 30% via process reengineering; ensured ISO 9001:2000 certification

ACHIEVEMENTS

- Automated **NACH transactions and mandate workflows**,
- Rolled out **auto-reconciliation** for NEFT, RTGS, IMPS, UPI, BBPS
- Set up **CTS & Mobile scanning infrastructure**
- Developed and implemented **referral and communication systems** across zones.
- Automated cash pickup and validation processes, enhancing logistics and security.
- Successfully led **ISO certification** across key banking units:
Cheque Clearing, CMS, Currency Chest, Electronic Payments

CORE COMPETENCIES

- **Project & Program Management**
- **Operations Leadership & Service Excellence**
- Digital Transformation & Automation (**RPA, AI, Strategy**)
- Business **Process Reengineering** & **Six Sigma** Methodology
- **Electronic & Digital Payments** (NEFT, RTGS, UPI, IMPS, BBPS)
- **Payment Systems & Mandate Management** (CTS, CMS, NACH)
- Customer Complaint Resolution
- Leadership, Team Development & Stakeholder Engagement
- **Regulatory, Audit, Compliance & ISO Certification**
- **Merger & Acquisition**
- **Vendor Management & Business Proposal management**

Assistant Vice President – Electronic Payments | 2018 – 2021

- Automated NACH mandates & reconciliations across high-volume channels
- Led training, onboarding, and benchmark setting across operations improving staff competency and reducing escalations.
- Introduced service-level benchmarking and operational KPIs across regional hubs

Senior Manager – CTS Operations (West Grid) | 2016 – 2018

- Oversaw Western India's cheque clearing operations with a focus on settlement accuracy, ensured SLA adherence, compliance and efficiency
- Standardized procedures via **SOPs and internal audits**, resulting in enhanced control and lower rejection rates.

Manager – ECS/ACH Operations | 2014 – 2016

- Managed ECS and ACH workflows during the bank's digital transition from **paper to electronic mandates**.
- Developed real-time performance dashboards to track SLA tracking, error logs, and operational productivity
- Revamped client protocols, exception handling, and documentation

DHL Express India Pvt Ltd | 2011 – 2013 Operations Quality Performance Analyst

- Developed and implemented PowerShell-based automation for import/export operations, reducing manual effort and cutting data processing time by over 50%.
- Automated reporting; built KPI dashboards improving performance visibility
- Implemented escalation matrix, enhanced responsiveness
- **GCCU Project**: Deployed IQ for CSA, enhancing data accuracy and transparency.

Tech Process Solutions Ltd (Bill Junction) | 2008 – 2011 Senior Analyst

- Led client integration post-acquisition; introduced MIS automation
- Deployed CTS & mandate management; developed business scorecards
- Spearheaded initiatives to improve customer satisfaction, including first-call resolution strategies and regular cross-departmental coordination
- Developed pricing models and business proposals in collaboration for key accounts.

AWARDS

- **ISO Certification Leadership**
- **Blue Ribbon Award** for Team Excellence.
- **Key Contributor Award** for consistent and outstanding performance.
- **Best Support Team** – MIS & Workforce Management.
- **Special Recognition Award** for Service Excellence and Operational Support.

Indiabulls Securities Ltd-Client Servicing Manager | 2005 – 2007

- Boosted grievance closure by 35%; led ISO audit coordination
- Coordinated closely with zonal teams and SVPs to support business expansion and conduct sales promotional activities across multiple regions
- Supported infrastructure rollouts for new branches
- Coordinated with training teams for new hire onboarding and product awareness

Intelenet Global Services Ltd | 2003 – 2005 Team Leader – WFM/MIS

- Managed workforce planning, call forecasting, invoicing for Customer
- Implemented Blue Pumpkin software for dynamic shift scheduling and staffing, enhancing forecast accuracy and operational agility
- Ensured smooth operations by conducting capacity planning, call volume management, vacation planning, and transport roster updates and coordination

Sektra Marketing Services Ltd | 2002 – 2003 Accounts Assistant

- Handled end-to-end billing, delivery challans, stock management accounting via Tally
- Maintained and validated sales and purchase records, ensuring alignment with invoices and accurate financial reporting.
- Participated in promotional campaigns, supporting sales and marketing efforts with financial tracking and documentation.

SKILLS

Category	Tools / Skills
Productivity & Collaboration Tools	MS Office Suite (Excel, Word, PowerPoint, Outlook), Microsoft Visio, MS Project, Lotus Notes
Automation & Low-Code Platforms	RPA Tools (UiPath, Automation Anywhere), PowerShell Scripting, Outsystems (Low-Code), BPM Platforms
Programming & Scripting	Visual Basic (VB), PowerShell, Basic SQL
Workforce & Operations Management	Blue Pumpkin (Workforce Scheduling), Capacity Planning, SLA Monitoring
Financial & Accounting Software	Tally ERP, Invoice Reconciliation Tools
Reporting & Business Analytics	MIS Reporting, SLA Reports, Dashboards, Business Scorecards, Performance Trend Analysis