



**Shameel Sharma** is the Chief Operating Officer for ACS Solutions in India. With over 25+ years of experience, his career encompasses a diverse portfolio of industries, including Hotels, Airlines, BPO, and IT solutions, across captive and third-party operations. His background of managing a diverse set of departments, including Sales, Transitions, Delivery, BPR, Operations, Finance, HR, Facilities, Marketing, etc., provides him with the tools to understand and enhance the customer journey and work collaboratively towards creating a Great Place to Work.

Before ACS Solutions, he was the Managing Director of Kantar Operations in India, transforming and building the teams' capability to create an Operations Powerhouse for Kantar. His teams managed the global captive work for all Kantar business units. In his tenure, Kantar's Global Delivery Centres in India were awarded the 22nd Best Place to Work by the Great Places to Work Institute for 2018-19. He has also held leadership roles in various companies like Steria, WNS, Microsoft, Convergys, KLM, etc., across business functions, including Sales, Client Relations, and Delivery.

Shameel holds a 3-year diploma in Hotel Management from the Institute of Hotel Management, Pusa, New Delhi, Bachelor of Arts from Osmania University, Hyderabad, and an Executive Management certification from IIM Calcutta (SMP-2010).