

Proposed Board Members and KMP Profiles

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This document contains the profiles of proposed Independent Directors, Executive Directors, and Key Management Personnel for Fusion CX Private Limited.

Fusion CX Private Limited (formerly Xplore-Tech Services Private Limited)
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Proposed Non-Executive Independent Directors

Mr. Kashi Prasad Khandelwal, CA

Independent Director



Mr. Kashi Prasad Khandelwal, a highly experienced Chartered Accountant and Fellow member of The Institute of Chartered Accountants of India, possesses over 48 years of experience. He holds a B.Com. (Hons.) and a Law degree from Calcutta University, along with a Diploma in Information System Audit (DISA) and Computerized Accounting & Auditing Techniques (CAAT) from ICAI. He also holds an Independent Director's Certificate issued by the Institute of Corporate Affairs under the Ministry of Corporate Affairs.

In August 2010, Mr. Khandelwal was appointed as a Financial Audit Consultant by the World Bank, Washington, USA, for the Emergency Monrovia Urban Sanitation (EMUS) Project, funded for the Monrovia City Corporation, Government of Liberia, and has made multiple visits for this role.

Currently, Mr. Khandelwal serves as an Independent Director on the boards of several SEBI-listed companies, including LIC Housing Finance Ltd, GPT Infraprojects Ltd, GPT Healthcare Ltd, and Kiran Vyapar Ltd (L N Bangur Group). He is the Chairman of the Audit Committee and a member of the Nomination & Remuneration Committee at Kiran Vyapar Ltd. He is also a Director at Maharaja Shree Umaid Mills Ltd (L N Bangur Group) and a member of the Audit Committee. Additionally, he serves as a Director at Cygnet Industries Ltd, a subsidiary of Kesoram Industries Ltd.

He chairs the Audit Committees of LIC Housing Finance Ltd and GPT Infraprojects Ltd, adding to his extensive experience in governance. His prior board positions include roles as an Independent Director with Balasore Alloys Ltd (Mittal Group), Kesoram Industries Ltd, and Birla Tyres Ltd (B K Birla Group).

Mr. Khandelwal served as an elected member of the Central Council of ICAI during 1998-2001, 2004-2007, and 2007-2010. He was a member of the First Quality Review Board during its full three-year term and held key positions, including Chairman, Vice-Chairman, and member of various standing and non-standing committees. He also served two terms as an elected member of the Eastern India Regional Council (EIRC) of ICAI from 1985-1992 and was Chairman of EIRC for the year 1988-1989. He has been actively involved with the South Asian Federation of Accountants (SAFA), serving on the Center of Excellence on Ethics and Independence of Auditors, and the Working Group on Corporate Governance Practices in South Asia.

Mr. Khandelwal has actively participated in professional and social organizations throughout his distinguished career. He has served as President of multiple associations, including the Association of Corporate Advisors and Executives, the Institute of Internal Auditors (Kolkata Chapter), the Direct Taxes Professionals Association, and Avantika. He has also held leadership roles within the Lions Club of Kolkata and various social service organizations.

In addition to his audit and advisory roles for public sector banks, insurance companies, and corporations, Mr. Khandelwal has been a prominent faculty member for training programs organized by the Ministry of Textiles, Ministry of Corporate Affairs, and Ministry of Power, Government of India. He is a sought-after speaker on topics such as Union Budget, Service Tax, Corporate Governance, and Professional Ethics.

Mr. Khandelwal's contributions have been widely recognized, and he has been honored with the prestigious SAMAJ BHUSHAN award by the Khandelwal Vaisya Mahasabha.

Dr. Saagarika Ghoshal

Independent Director



Dr. Saagarika Ghoshal is a distinguished HR leader with over 28 years of experience. She is the Managing Director at MATCHBOARD LLP. Her consulting firm is renowned for its expertise in talent strategy, diversity and inclusion, and cultural transformation, assisting organizations across multiple sectors in achieving sustainable growth through innovative human capital practices.

Throughout her career, Dr. Saagarika has earned a reputation for excellence in leading HR initiatives at esteemed organizations such as Metro Cash and Carry, Reliance (ADAG), and Bharti Airtel. She has successfully designed and executed transformational HR strategies, fostering high-performance teams and enhancing employer branding and social influence. As a dedicated advocate for inclusive and collaborative board environments, she guides boards and senior executives on corporate governance, HR due diligence, and organizational development related to mergers, acquisitions, and joint ventures.

As a recognized thought leader on business transformation, Dr. Saagarika founded the WoMen Who Lead Forum, a vital platform for empowering leaders across diverse sectors. She is also a sought-after international speaker and a TEDx presenter and acts as a mentor to micro, small, and medium enterprises (MSMEs). With advanced credentials in HR from both Stanford University and NMIMS, Dr. Saagarika's expertise is instrumental in driving impactful change and fostering growth in the organizations she collaborates with.

Mr. Sanjay Banka

Independent Director



Mr. Sanjay Banka is a distinguished finance professional with over 28 years of experience, currently serving as the Chief Financial Officer (CFO) of Senco Gold and Diamonds, a leading national retail jewelry brand. His career has spanned leadership roles in some of the most prominent companies across diverse industries, such as Tata, Hutchison, Reliance, Bharti Airtel, Sistema Russia (MTS), SREI, and Merino, covering retail, infrastructure, telecom, and manufacturing sectors.

At Senco Gold and Diamonds, Mr. Banka has led the company through its successful IPO in July 2023, positioning it as one of India's top jewelry brands with a market capitalization reaching Rs 10,000 crore. In addition to his role at Senco, his leadership experience includes serving as CFO for Merino Group and Bharat Road Network Ltd., where he led crucial finance, legal, and compliance functions, including successfully managing IPOs and large-scale business transformations.

Mr. Banka's academic background is equally impressive, with qualifications from The Institute of Chartered Accountants of India (FCA) and The Institute of Company Secretaries of India (FCS), complemented by advanced certifications in securities and investments from the Chartered Institute for Securities & Investment (MCSI, London). He also holds a certificate in Private Equity from SDA Bocconi, further enriching his capabilities in strategic finance.

Mr. Banka is renowned for his hands-on experience in steering strategic initiatives, managing fund-raising, treasury, and operational planning, while fostering growth and efficiencies across geographies. His competencies extend into mergers and acquisitions, US GAAP and IFRS compliance, and corporate governance, demonstrated by his successful stints in managing complex regulatory environments and delivering measurable results.

A thought leader in the finance community, Mr. Banka has contributed to industry publications on financial innovation, mergers, and strategic benchmarking. He has chaired notable forums like the MENA CFO Conference in Dubai and has been a panelist at the Economic Times CFO Summit. Among his many accolades, Mr. Banka was recognized as one of the Top 10 CFOs in 2019.

Mr. Banka's unique approach, guided by his "Inspire, Ideate, Innovate" mantra, enables him to lead teams effectively while driving transformation and fostering business growth across multiple industries. His board-level experience spans countries including India, Japan, Singapore, Malaysia, and Dubai, underscoring his global influence in financial strategy and corporate leadership.

Mr. Michael Lamm

Independent Director



Mr. Michael Lamm co-founded CAS, an independent investment and merchant banking firm based in Philadelphia, PA, and spearheads all of the firm's M&A, consulting, valuation, compliance, and regulatory business practices within the global tech-enabled outsourced business services arena. He is responsible for its strategic direction and growth plan.

Mr. Lamm oversees and executes compliance/regulatory assessments, M&A engagements, joint venture/strategic partnership arrangements, C-level executive recruitment, valuations, and operational assessments. He also has extensive experience assisting clients with developing and implementing strategic growth plans.

He is actively involved in ACA International (Council of Delegates), PACE, AFCC, Debt Buyers Association (DBA), the Association for Corporate Growth – Philadelphia chapter (membership committee), the American University Alumni Association (chapter leader), Hospital Financial Management Association (HFMA), Turnaround Management Association – Philadelphia Chapter, and other Philadelphia-area networking groups. He is a frequent speaker on industry affairs and M&A trends and regularly contributes to industry publications, providing insightful analysis and commentary.

Before establishing CAS, Mr. Lamm served as a Director at Kaulkin Ginsberg, providing M&A and strategic advisory services.

Before Kaulkin Ginsberg, Mr. Lamm co-founded and served as Program Director of the U.S.-Israel Business Exchange (US-IBEX) in Washington, D.C., a public/private initiative established out of the Embassy of Israel. The initiative aimed to accelerate market entry and facilitate financing for Israeli companies in Greater Washington, D.C., while enhancing U.S.-Israel business relations.

Mr. Lamm holds a degree in international studies from American University and resides in Gladwyne, PA, with his wife Simone and their three children. He also holds Series 79 (Investment Banking Representative) and Series 63 (Uniform Securities Agent State Law) certifications.

Securities transactions are conducted through Finalis, LLC, a member of FINRA/SIPC. Mr. Michael Lamm is a Registered Representative of the Broker Dealer Finalis, LLC.

Executive Directors

Ritesh Chakraborty

Executive Director and Chief Service Officer, Fusion CX



Ritesh Chakraborty serves as the Chief Service Officer at Fusion CX, where he has been a critical figure since Jan 2004. His tenure at Fusion CX is marked by significant contributions to enhancing service delivery and client satisfaction, underlining his expertise in operational management and customer service. Before joining Fusion CX, Ritesh held the position of Vice President at O'Curran Teleservices Inc., showcasing his leadership skills and strategic insights in the BPO sector.

Ritesh's career is characterized by a strong focus on improving customer experience and operational efficiencies. His leadership style is proactive and results-oriented, aimed at fostering a culture of excellence and innovation in customer service. His approach has been instrumental in driving Fusion CX's reputation as a leader in service quality.

In his role at Fusion CX, Ritesh continues to leverage his extensive experience in the BPO industry, shaping the company's strategies to meet the evolving market demands. His commitment to delivering exceptional service and his ability to lead high-performing teams are crucial in maintaining Fusion CX's competitive edge in outsourcing.

Bradley Call

Executive Director and Vice President, Fusion CX



Brad Call is a visionary leader and Vice President at Fusion CX, where he drives the strategic direction of three critical business units: Retail, BFSI (Banking, Financial Services, and Insurance), and Boomsourcing. With a deep understanding of the customer experience landscape, Brad's leadership is marked by his ability to foster innovation, streamline operations, and deliver consistent growth across these diverse sectors.

At Fusion CX, Brad is known for his ability to implement effective strategies that enhance client satisfaction and streamline operations, contributing to the company's global expansion. His focus on sales, growth hacking, and lead generation has positioned Fusion CX as a leader in the customer experience industry.

Before his tenure at Fusion CX, Brad played a significant role in client success and account management at Digital Media Solutions Group and led strategic initiatives at 1on1 Marketing. His academic background in Business Finance and Banking from Utah Valley University complements his strategic mindset, allowing him to navigate complex business landscapes with ease.

Brad resides in Lehi, Utah, with his wife and three children. His leadership and expertise continue to drive Fusion CX's success in the Retail, BFSI, and Boomsourcing sectors.

Key Management Personnel

Amit Soni

Chief Financial Officer



Amit Soni is a highly skilled finance professional with over a decade of expertise in financial management, risk assessment, and strategic leadership. Currently serving as the CFO at Fusion BPO Services, he is responsible for overseeing global financial operations, driving financial strategies, managing risk, and ensuring compliance across 15+ countries. Amit has dual qualifications as a Chartered Accountant and LLB, enabling him to excel in complex financial environments.

In his career, Amit has held pivotal roles, including as the CFO of International Business at Translumina Therapeutics, where he was instrumental in shaping the financial strategy for global operations. Additionally, his tenure as Finance Controller at CK Birla Group saw him leading mergers, acquisitions, and financial risk management initiatives.

Amit's extensive background in corporate finance, cash flow optimization, and mergers & acquisitions underscores his ability to lead financial transformations. His leadership and analytical skills have consistently positioned him at the forefront of driving profitability and business growth in dynamic international markets.

Barun Singh

AVP – Legal and Compliance and Company Secretary



Barun Singh is a seasoned legal professional with over a decade of experience in corporate law and compliance. Currently serving as the Director of Legal & Compliance at Fusion BPO Services, Barun has been instrumental in shaping the company's legal strategies and ensuring regulatory adherence since December 2013. His expertise spans team management, company law, and negotiation, making him a valuable asset to Fusion BPO's global operations.

Prior to this, Barun worked as an assistant with CS Arani Guha and began his career as a Management Trainee at Baljit Group of Industries. He holds a Bachelor of Laws (LLB) from Sarsuna Law College, a Bachelor of Commerce (BCom) in Accounting from Umesh Chandra College, and is a certified Company Secretary. His diverse background in law and company secretarial services positions him as a key player in legal and compliance functions within the BPO industry.