

Balaji Nuthalapadi - Managing Director & Head – India Shared Service Centers, Citicorp Services India Pvt. Ltd



Balaji started his career with Citi in 1997 in Chennai and has since worked in several assignments across markets in APAC and EMEA. His first assignment was in the retail lending space in India. He then worked in various roles in wealth management in Asia, India & the UK for over 13 years.

He subsequently became the Head of Core Operations for Citibank India's Consumer Banking Business during the period 2012-2016 and was responsible for managing processes that delivered to a client base of more than 3 million card, loan and bank account holders.

Balaji took over as Head – India Citi Solutions Centres in July 2018. Citi has five such centers in India housed in a legal entity called Citicorp Services India Pvt. Ltd. with over 14,000 resources and Balaji oversees them from a governance and leadership perspective. Prior to that he was heading the Chennai Citi Solutions Centre, which supports several Citi businesses globally. Balaji is also responsible for functionally managing Consumer Operations work done across CSIPL, India.

Balaji has done his post-graduation from IIM Ahmedabad(1996).