

Gala Dinner Panel Session

Chairman: Charles CARTIER, President, Economic Development Board (EDB)



Kevina APPASAMY TAKOORDYAL

Collection & Recovery Head
Bank One Ltd

BANK ONE

Mrs Kevina APPASAMY TAKOORDYAL is the **Head** of the **Collection & Recovery** at **Bank One** Ltd. A passionate, result-driven, agile and service-oriented leader with proven leadership capabilities in **Operations Management, Process Optimization, Customer Experience, Project Management, Startups** and **Contact Centre Setup**. She was awarded the **Africa Leadership Award 2017**.

With over **15 years** of **senior management** experience, Mrs Kevina APPASAMY TAKOORDYAL has extensive knowledge in managing and optimizing processes, reviewing **Target Operating Model** through design thinking and also have led numerous strategic to tactical agile – customer centric initiatives and workshops to drive service excellence through an engaged workforce with a proven track of record in **sustainable value creation** across the organization.

With Bachelor of Business Administration (**BBA**) degree from The University of Glamorgan, Master of Business Administration (**MBA**) from the Open Univeristy of Mauritius, Project Management **PLC Regular Certification** from the University of Technology, Mauritius (**UTM**), and **MBA in Leadership and Innovation** from the Ducere University, her prior working experience includes the **Cim Finance, Ceridian Mauritius, Aspen Pharma, Panagora Marketing, Tradition Securities & Futures, Thomson Financial** and **Parkside Health NHS Trust**.

An active **social volunteer** in **Poverty Alleviation, Children** causes and **Arts & Culture**, her mottos are Commitment, Serve, Uplifting, Integrity, Focus, Iteration, Innovation, Transformation, Digital, Passion, Discovery & Fun!

Customer Service & Operational Excellence, Servant Leadership, Transformation Change Management