

# 5.0 Leadership

*Thriving Resilience, Sustaining Growth in i50-SDG Era*



## ***INDUSTRY 5.0/SDG IMPLEMENTATION VIA HUMAN TECHNOLOGY***

$$i50 = e^{(\text{Change}) (\text{Time})}$$



**Sandeep MOHAPATRA**

Head of Digital Transformation and Technology  
Absa Bank (Mauritius) Limited



Sandeep Mohapatra is the Head of Digital Transformation and Technology at Absa Bank (Mauritius) Limited. He has brought many internationally award-winning, groundbreaking and first-in-Mauritius digital solutions to attract new customers, strengthen customer loyalty and extend existing relationships.

Sandeep is the brilliant mind behind Abby, Absa Mauritius' international award-winning and industry-first artificial intelligence-powered Personal Digital Banker. Abby is available in humanoid, kiosk, and on WhatsApp. Additionally, Sandeep has introduced Mauritius' first 100% Digi Account, powered by Digital KYC, further solidifying his reputation as a pioneer in the digital transformation and technology space.

He has significant expertise in managing diverse functions, including Digital Transformation, Technology, Business Strategy, Marketing and Communication, Revenue Generation, Customer Experience, User Interface and Experience Design.

Sandeep is a visionary leader aiming to build a phygital bank of the future, offering innovative solutions that deliver delightful customer experiences. His current focus involves driving business and product transformation through the implementation of cutting-edge emerging technologies. Sandeep firmly believes in thinking big, taking ownership, and executing initiatives to leapfrog and redefine paradigms. Moreover, he advocates customer obsession and consistently employs out-of-the-box thinking.