

CHARISMA GLASSMAN

Global Strategy & Transformation Executive | CXO & Board Advisor



United States



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Charisma Glassman



CharismaGlassman.com



EDUCATION

Harvard Business School

Executive General Management Program Alumni

Columbia Business School

Executive MBA , Strategy

New York University, School of Engineering

MS Technology Management

INDUSTRY IMPACT

Forbes

"Leadership with Empathy is the Driver to Success for this Global Executive." [Read More](#)

Entrepreneur.com

"Meet the Strategic Transformational Executive Who is Making a Global Impact" [Read More](#)

CEOWeekly

"Key Trends in Driving Global Enterprise Transformations" [Read More](#)

Fast Company

"From Online to In-Store: Winning Strategies for Boosting Retail Sales" [Read More](#)

More: CharismaGlassman.com

EXECUTIVE PROFILE

Charisma Glassman is a global business and technology transformation executive, currently serving as the **Vice President, Partner, and Global Head of Retail, Consumer & E-Commerce Applied Advisory at Genpact (NYSE: G)**, a leading consulting firm headquartered in New York. A trusted advisor to C-suite leaders, she has shaped the future of iconic global brands across **consumer, retail, luxury, hospitality and financial services industries**. With deep experience across **North American, European, and Asian markets**, she has led transformative initiatives that deliver measurable impact in revenue growth, customer experience, and operational excellence.

Charisma's leadership and influence have earned her multiple industry honors. In 2025, she was **recognized as one of the Top Asian Americans in Business by the Asian American Chamber of Business Development** for her contributions to global innovation and impact driven in the industry. That same year, she was named among the **Top 25 AI Consulting Leaders by The Consulting Report** for her pioneering work in front-end customer experiences powered by AI. She is also the recipient of the prestigious **Barclays CEO Award for outstanding leadership and organizational transformation**.

Before joining Genpact, Charisma served as the **Portfolio Head of Consumer, Luxury & Retail at Capgemini** and as **Global Head of Customer Technology at Barclays Bank**, where she led the institution through a major transformation during a period of crisis. Her strategy-driven initiatives achieved more than £100 million in savings and strengthened Barclays' long-term competitive position.

Across her over two-decade career, Charisma has delivered **large-scale business, AI and technology transformations delivering both top line and bottom line impact**. She has successfully managed multi-billion-dollar P&Ls and globally distributed teams, aligning innovation with business strategy to drive sustainable growth for Fortune 100 clients.

A respected thought leader, a **TEDx speaker** and she has delivered keynote speeches at the **UBS Women in Luxury Conference and the Harvard Tech Conference**, sharing insights on innovation, omnichannel experiences, and leadership. Her work and perspectives have been featured in **Forbes, Fast Company, VentureBeat, USA Today, Vogue, and Maxim**, highlighting her as a trailblazing woman transforming the intersection of business and technology.

Charisma holds an **Executive General Management credential from Harvard Business School**, a **Master's in Technology Management from NYU**, and has an **Executive MBA at Columbia Business School, specializing in Strategy**. Guided by values of **excellence, fairness, and authentic connection**, she continues to strive to make a meaningful impact in global leadership and innovation.

IMPACT AWARDS

- **Top Asian Americans in Business** by Asian American Business Development Center US
- **Top AI Consultants 2025** by Consulting Report
- **Barclays CEO Award** for leadership and financial impact of \$100M+ during COVID
- **Leadership Miami Award** by local Government and Chamber of Commerce for leadership and impact in local communities

BOARD MEMBERSHIPS

- **Executive Committee Member**
Harvard Business School Club of New York
- **Executive Committee Member**
Harvard Business School Women's Association
- **Board Member**
American India Foundation, Tri-State Board