

Analytical and detail-oriented professional with progressive experience in analysing business processes and implementing effective solutions to ensure smooth and fast execution of complex projects. Well-versed in analysing business data, determining business implications, collaborating with cross-functional departments, documenting business processes, and liaising with vendors and clients to direct goal-oriented business solutions. Adept at managing multifaceted projects while finalising deliverables within time, scope, and budget constraints. Dynamic team player and leader with robust interpersonal talents and passion for maintaining highly productive client and colleague relationship. Technically proficient in working with Microsoft Office Suite, Database Management, Cronus, and Payroll Software. **Areas of Expertise include:**

- Data Analysis & Visualisation
- Performance Analysis
- Client Service Management
- Management Information
- Business Process Improvement
- Full Life Cycle Project Support
- Management

## Professional Experience

**TASKUS** · London · 06/2024 to Present

### Talent Acquisition Operations Specialist

Support talent acquisition operations across the EMEA region, ensuring all team activities comply with regional regulatory requirements and internal policies. Produce detailed reports by extracting and manipulating data from WorkDay, offering valuable insights into team performance and process efficiency. Cultivate and maintain strong relationships with stakeholders across the business, ensuring clear communication and collaboration. Contribute to continuous process improvement initiatives by implementing new strategies and procedures to optimise recruitment workflows and enhance operational efficiency.

#### Key Accomplishments:

- Streamlined recruitment processes, significantly reducing the occurrence of missed cases and improving overall compliance.
- Successfully lowered turnaround time (TAT) across key recruitment processes, leading to more efficient hiring cycles.
- Developed and produced accurate reports using WorkDay data, enhancing data-driven decision-making and stakeholder engagement.
- Played a key role in multiple process improvement projects, leading to streamlined operations and reduced time-to-hire.

**J.P MORGAN** · London · 11/2022 to 06/2024

### Global Screening Analyst

Operate on a global scale to adjudicate and oversee screening cases for all employees. Being compliant to each countries specific requirements whilst maintaining a high standard of Quality Scores as well as excellent client experience. FCA Regulatory requirements are adhered to where necessary and any changes are understood and trained to the rest of the team. Holding key stake-holders throughout the company by producing reliable and consistent management information through the use of Oracle reporting / spreadsheets where required. Conducting insider threat evaluations via thorough investigations to keep the highest level of security within the bank.

#### Key Accomplishments:

- Achieved 99% QC rate since employment commencement
- Implemented new screening programme which has been rolled out worldwide.
- Conducting 'QC Lite' and being a key point of call for any Stake-holders within the business of all levels.

**MOMENTA** · London · 06/2019 to 10/2022

### COMPLIANCE ANALYST

Ensure potential candidates have files that comply with all regulatory needs. Needs are based on external regulatory requirements from clients as well as internal policies. In depth investigation into potential concerns are carried out on all candidates using a large variety of financial services software. Alongside completing all background checks, incoming and outgoing calls are answered with exemplary customer service. Working in the scope of a quality and production target, all work is completed to the highest of standards effectively.

#### Key Accomplishments:

- Achieved 95% Quality checking scores since employment commencement.
- Spearheaded small projects addressing making companies' online systems more useful.
- Embracing additional work, assisting multiple areas within the company while completing own workload.

**COMPLEX CASE HANDLER**

Provide detailed analytical insights for multiple documentation processes and documented entire project life cycle in coordination with cross-functional departments. Coordinate with leading UK clients (UK retail and commercial bank) to implement process improvement initiatives and drive a productive change across the business. Collaborate with project managers to plan and complete multifaceted projects within predefined deliverables. Supervise and mentor agents, monitor performance, assess training needs, and devise effective plans to maximise productivity and efficiency.

**Key Accomplishments:**

- Reduced the number of missed complaint points by 38 % through the design and testing of “Common Complaint Index” while collaborating with case handlers and key stakeholders.
- Defined SLA's for each task within the case handling process and mapped onto a process flow diagram with Visio, which enhanced overall case efficiency by 18 %.
- Increased pass rates by 28 % by deploying innovative IT solutions to improve performance of average Case Handlers.

**DATA GATHERER**

Served as a key member of customer complaints team to identify and resolve customer queries and complaints for improving satisfaction. Conducted potentially sensitive customer calls in line with company policies to support high value clients. Analysed deficiencies within customer support function and devised appropriate solution, while ensuring maximum compliance with FCA standards.

**Key Accomplishments:**

- Achieved 100 % pass rate for all cases by leveraging exceptional analytical and customer service proficiencies.
- Increased external audit scores by 5 % through formulating and executing efficient root cause analysis huddle packs.

**SYSTEMS OFFICER**

Prepared and processed large volumes of financial reports and BACS transactions while adhering to company and regulatory guidelines. Created a wide range of reports and presented irregularities using advanced computer packages, such as Academy, Cronus, and Northgate to streamline business operations.

**Key Accomplishments:**

- Increased daily system up time by 20 % through the development and implementation of customised timetable.
- Reduced process fails by 10 % through developing and implementing optimised procedure documents and process.
- Improved resource efficiency by 30 % through timely automation of Northgate, Cronus, and Academy systems.