

CURRICULUM VITAE

M.S. KRISHNAMURTHY KARANTH

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OBJECTIVES:

To pursue my professional career in an organization with a performance oriented environment for the achievement of corporate goals and personal advancement.

CAPABILITIES

- Desire to face tougher and newer challenges.
- Flexibility to the varying situations.
- Working in group and as an individual with maximum performance.
- Attractive communication skills.
- Achieving Targets which has designed by my superiors.

EDUCATIONAL QUALIFICATIONS

Course	Institution	University	Year of Passing	Percentage
M.B.A.(Marketing)	P.E.S. Institute, Mandya	Autonomous under VTU.	2013	8.22%

PROFESSIONALEXPERIENCE

- Company: Accenture Solutions Pvt Limited
- Process: Google Cards
- Position: Team leader
- Experience: From Apr 2021 to till date.
- Service Location: Bangalore , Manila & Brazil
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Process/Domain Role &Responsibilities:

- Handling the team of 15 FTEs.
- Monitoring operations to meet the Production standards, SLA ,TAT & BAU activities
- Provide updates on key improvement opportunities and quality trends
- Facilitate or partner with internal calibration team to mitigate risk and close calibration gaps through QA calibration sessions
- Developing training module as per the client requirement
- Developing and implementing strategies aiming at process improvement

- linear and logical troubleshooting
- Quality analysis through Pareto analysis, Skill matrix, TPT analysis, SWOT etc
- Strategic management through RCA
- Training for New FTEs on Process
- Conducting process refreshers on regular basis
- Data Preparation & Maintenance
- Preparation of SOW & SOP
- Preparation of daily/monthly report about progress of the process and the updating the Management on the same, Capacity Planning & RPF.
- Break even analysis, Shrinkage, attrition & Buffer management.
- Automation of reports as per client requirements.
- MIS KT Management.
- Score card preparation for both Contact center & operations. Preparation of TL's/ Managers scorecard.
- Coordinating with the team members and collecting the information to ensure smooth running of the process.

Previous Experiences:

- Company: Wipro Limited
- Process: RAK Bank
- Position: Team leader
- Experience: From Nov 2018 to Apr 2021.
- Service Location: Kochi & Chennai (2 locations)

Process/Domain Role & Responsibilities:

- Data Preparation & Maintenance Operations & contact center
- Process setting for both operation & contact center from Inception.
- Preparation of SOW & SOP
- Handling the team of 70 FTEs.
- Preparation of daily/monthly report about progress of the process and the updating the Management on the same, Capacity Planning & RPF.
- Break even analysis, Shrinkage, attrition & Buffer management.
- Preparation of reports for Quality teams (Calculation of accuracy, Tat Breach & SLA).
- Automation of reports as per client requirements.
- Training for New FTEs regarding MIS Detail work & KT Management.
- Score card preparation for both Contact center & operations. Preparation of TL's/ Managers scorecard.
- Coordinating with the team members and collecting the information to ensure smooth running of the process.
- Company: Wipro Limited
- Process: City Bank KYC
- Position: KYC Process Team leader (Operations)
- Service Location: Chennai

Process/Domain Role & Responsibilities:

- Handling the team of 25 FTEs.
- Looking after Retail & Corporate Customer KYC & AML part.
- Overseeing customer due diligence including maintenance and updating of AML and KYC records and information for existing clients.
- Analysis of transactional information to identify risk, trends and potential wary activity.
- Documenting the required forms and documents for CDD.
- Monitoring Enhanced Due Diligence on entities & individuals via Lexis-Nexis, Google, Gudiestar and Dun & Bradstreet,
- Guide Team members Completing the periodic Review/Client Refresh for system triggered cases and Allocated cases.
- Supervising Enhanced Due Diligence on PEPs and High Risk Businesses (HRBs).
- Identifying the Risk aligned with client's primary business operations including OFAC sanction countries list.
- Monitoring the Preparation of KYC Due Diligence profiles on a wide range of entity types like NFP (NGO)'s (trusts), LLC's, Partnerships, Sole properties, Corporations and Multi layered Entities.
- Verifies all aspects of Client Identification Program (CIP) and necessary account opening documents are provided and in accordance with Know Your Customer (KYC).
- Handled tools like Factiva and Lexis, Nexis (SSN.NO).
- Guide Team members in Customer screening through Adverse Media Screening (Factiva) to identify customers with negative news which will impact financial status of the institution.
- Implementing AML policies on different types of Entities and their Beneficial Owners (UBO's and OBO's).
- Hands on experience on different types of forms like Beneficial Ownership Document, Secretary of States (US) and Tax forms.
- Effectively capturing the risk rating of the clients to highlight high risk rated clients.
- Sharing of updates in team to achieve the quality.
- Team Shrinkage & attrition management.
- Onshore Escalation Management.
- Allocation of CIN to team members..
- Error Dispute management.
- Preparation of PPT's weekly/monthly review meetings to top management.
- New FTE's KT management and Monthly Process refreshers for Existing FTE's.
- Helping in Automation for improvising the process.
- Fortnightly RCA Programing & discussion & Feedback session with team members.

- Company: Ujjivan small finance Bank
- Process: Phone Banking
- Position: Transition Officer
- Service Location: Pan India
- Experience: From Jan 2017 to Nov 2018

Process/Domain Role & Responsibilities:

- Process setting.
- Preparation of daily/monthly/Quarterly report.
- Preparation of SOW & SOP
- Handling the team of 120 FTEs.
- Budgeting for the Process.
- Preparation of PO's
- Preparation of reports for 4 verticals like inbound service, outbound service, Collections, outbound sales & RTM analysis.
- Preparation of reports for different channels Like Internet banking, Mobile banking, and branch banking.
- Officer data Base maintenance.
- Officer Seclusing (rostering) as per shift.
- Officer Seclusing for training.
- Preparation of inbound reports like AHT report, staff time and break time report, schedule adherence report, Occupancy report, preparation of Balanced score card, service level and abandoned report ,IVR related reports.
- Sales report like data dialed, connected, appointment fixed, lead converted with Percentages.
- Scrubbing and uploading data.
- Lead management.
- Coordinating with all branch managers and updating LMS.
- Collections reports like bucket wise allocation, PTP generation report, PTP conversion report, Branch wise collection report.
- Preparation of reports for Quality department.
- Training & assessment reports.
- Training for Outbound Sales team.
- Preparation of TL's/ Branch scorecard.
- Payment maintenance.
- IT reports like downtime & maintenance report.
- Vendor maintenance report.
- Asset maintenance report.
- Audit related reports.
- Preparation of PPT's weekly/monthly review meetings.
- Other Responsibilities supporting for Seclusing and recruiting for Phone banking team, getting IT requirements for the team, IVR corrections, support in Various Manual preparation.
- Coordinating with the team members and collecting the information to ensure smooth running of the process.
- Team management.

Worked as Verifier/Team lead in Exide Life insurance

- Company: Exide Life insurance
- Process: Direct marketing telesales team (Outbound Sales)
- Position: Verifier and lead coordinator.
- Service Location: Pan India
- Experience: From Dec 2014 to Dec 2016.

Process/Domain Responsibilities:

- Process setting.
- Preparation of calling scripts.
- Process management.(Tele team)
- RTM Analysis.
- Lead management.(Pan India), CRM Maintenance, CPM tracking.(Pan India)
- Coordinating with all branch managers and updating LMS.
- Working as on MIS
- Preparation VMS for BM and Officers.
- Preparation of Balance score card for branch as per their performance.
- Quality management analysis report.
- Strong knowledge on processes.
- Preparation of daily/monthly report about progress of the process and the updating the managers on the same.
- Shift management report and Seclude adherence report
- Coordinating with the team members and collecting the information to ensure smooth running of the process.
- Team management
- Attrition management reports.
- Preparation of PPT's weekly/monthly review meetings.

Worked as Area manager in Janalakshmi financial service pvt.ltd.(10months)

- Managing the team of 15 to 18 members.
- Preparation of daily/monthly report about progress of the process and the updating the managers on the same.
- Preparation of Collection management reports.Patty cash management reports/ledger maintenance.
- CMS reports for Regional branches.
- Looking after branch and its performance.
- Consequent management, Preparation of CRO scorecard.
- Asset maintenance report for regional branches.
- Audit related reports.
- OFF management and Attrition management reports.
- Allocating targets to team and helping them to achieve it in TAT time.
- Closely building relationship with both customer and team members.
- Preparation of PPT's weekly/monthly review meetings.

COMPUTER KNOWLEDGE

- MS EXCEL:
- MS OFFICE:

CURRICULUM ACTIVITIE

- Organizing events in inter collage fest
- Giving some of soft skill tips
- Completion of project work in Maruthi Suzuki friendly motors
- Participating in cultural events

PERSONAL PROFILE:

Father's Name : M.K.SathyaNarayanaKaranth.
Mother's Name : JyothiKaranth.
Date of Birth : 23/03/1991
Marital Status : Married
Languages Known : English, Hindi, Kannada, Tamil and Telugu
Hobbies : Playing cricket, listening music, dancing.
Country : India
State : Karnataka

DECLARATION:

I hereby declare that the above written Details are true to the best of my knowledge and belief.

Signature:

Date: 01-02-2024

Place: Bangalore

(M.S. KRISHNAMURTHY KARANTH)