MANOHAR GOURAI

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Summary

Client Service & Portfolio Operations professional with 4+ years of experience in global custody and institutional portfolio support. Strong in multi-currency reconciliation, trade settlement, cash flow analysis, and risk management across Loans, Bonds, and Equities. Experienced in client communication, issue resolution, and SLA management, with advanced training in Business Analytics. Proven ability to improve accuracy, reduce risk, and deliver consistent, high-quality service.

Technical & Professional Skills

Financial Systems & Platforms: GCM, IMMS, WSO, WRT, SOLVAS, Solvas Digitize, ATE, Nexen, PT Trade, PT Research, Deal Manager, Fax Server, Bloomberg.

Analytics & Tools: Python (basic), Power BI (basic), JMP (basic), MS Excel, MS Word, MS PowerPoint.

Core Financial Knowledge: Reconciliation, Trade Settlement, Corporate Actions, Cash Flow Analysis, Trade Life Cycle, Multi-Currency Portfolio Operations, Exception Management, SLA Governance.

Professional Skills: Client Communication, Leadership, Decision Making, Analytical Thinking, Risk Awareness, Process Improvement, Team Training & Support.

Work Experience

Organization – **Bank of New York**

Representative - Client Processing   **Jun 2021 – Jul 2022**
- Prepared daily cash flow statements for institutional portfolios and delivered them to clients on time under strict SLAs.
- Took ownership of cash delivery deadlines and ensured there were no misses.
- Fixed cash pending breaks outside Asset Administration by reviewing transactions and working with the team.
- Collected cash movement details from agent banks and corrected missing or incorrect entries.
- Maintained clean records, logs, and documentation for audit and compliance.

Intermediate Representative - Client Processing   **Jul 2022 – Mar 2024**
- Moved into the System Processing team, handling end-to-end processing of portfolio transactions.
- Performed full trade settlement processing and confirmed successful completion in core systems.
- Investigated and cleared complex cash and PAR breaks using system data and transaction analysis.
- Partnered with Asset Administration and Operations teams to resolve high-impact exceptions.
- Identified recurring processing issues and supported process fixes that reduced repeat errors.
- Built strong expertise in transaction systems and portfolio workflows.

Associate - Client Processing   **Mar 2024 - Aug 2025**

- Owned daily operational controls (SOD/EOD), monitored UICs and overdue items, and ensured reinvestments were completed on time.
- Handled client queries, represented the team in client meetings, and communicated clear updates and solutions.
- Worked with the technology team to support cash flow and fax automation, improving efficiency and turnaround time.
- Designed and maintained daily and monthly dashboards for management and client reporting.
- Prepared monthly client reports (cut-date, trade, exception, research) to improve transparency and confidence.
- Maintained error and quality logs to improve accuracy and reduce repeat issues.
- Trained new team members, tracked team SLAs and KPIs, and supported daily operations.
- Led the team during the manager's absence, handling priorities and escalations to ensure smooth delivery.

Achievements and Clients handled

- Received appreciation from Loan Admin Service Global head twice.
- Received VIP award for excellence.

Clients: Bain Capital, VOYA Investment Management, Guggenheim Capital, CIFC Asset Management, Centerbridge Partners, ARES Capital, TCW, Allstate, CVC Capital, and Golub.

Education

University of Colorado	**Aug 2025 – May 2027**
Master of Science in Business analytics – GPA 3.85/4	Denver, Colorado
Acharya Bangalore Business School	**Sept 2018 – Nov 2020**
Master of Business Administration – GPA 6.67/10	Bangalore, India