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| MITHUN R SHETTY | | |
| mr.mithun.r.shetty@gmail.com +91 9900174147 | Results driven Financial Professional with Expertise in Trade Operations, Client Services, Billing Operations and Process Optimization. |
| Skills  Client Servicing  Trade and FX Operations  Client Reporting  Fee Billing  Operations Management  Process Management  Project Management  Middle-Office Engagement  Team Management | **Growth Path at State Street**  **Jun’22 till date:** Assistant Vice President, Global Billing Operations, Bangalore  **Oct’19 - May’22:** Assistant Vice President, Client Services, Bangalore  **Growth Path at Northern Trust**  **Jun’18 - Oct’19:** 2nd Vice President, Section Manager, IOO APAC & EMEA Trade Operations and EMEA Front Office Reconciliations, Pune  **Oct’17 - May’18**: 2nd Vice President, Section Manager, IOO US & UK Client Reporting, Pune  **Oct’15 - Sept’17:** Section Manager, IOO US Client Reporting & IOO Fee Billing, Bangalore  **Oct’11 - Sept’15:** Team Leader, IOO US Client Reporting & IOO TMV Reconciliations, Bangalore  **May’11 - Sep’11:** Team Leader, IIG Fee Verification Team, Bangalore  **May’08 - Apl’11:** Senior Analyst, Asset Transfer Team, Bangalore  **Feb’07 - Apl’08:** Analyst, Asset Transfer Team, Bangalore |
| Education  PGDBM in Finance and Marketing  MATS School of Business  and IT,  2005-2007  BBM (Bachelor of Business Management)  St. Aloysius College, Mangalore University  2002- 2005  Certification  CISI Certifications:  1. Introduction to Securities and Investment (International)  2. Global Securities Operations  3. IT in Investment Operations  4. Investment Operations Certificate (Level 3 completion)  Professional Certificate in International Investment Fund  University College Dublin | **Experience**  **Assistant Vice President, Global Billing Operations, State Street, Bangalore, Jun’22 till date**  **Description:** Responsible for setting up Fee Schedules, Invoice generation and delivery.  **Team Size:** 23 Team Members including 5 Managers.  **Key Accountability:**   * Invoicing clients for Custody and Fund Administration services. * Setting up clients in billing application as per Fee Schedule. * Timely response and resolution to client queries. * Insourcing of set-up and invoicing related activities. * Transition of data sourcing activity from another location. * Maintain coordination with Business Area & Project Team for the purpose of process migrations. * Working closely with Risk, Governance & Audit teams. * Manage performance of team members through Appraisal Discussions & Rating Process. * Conduct meetings & training sessions for error analysis and bridging knowledge gaps.   **Assistant Vice President, Client Services, State Street, Bangalore, Oct’19 till May’22**  **Description:** Responsible for servicing and supporting Investment Managers for all their Custody and Accounting related queries.  **Team Size:** 52 Team Members including 5 Managers.  **Key Accountability:**   * Regular service calls with Investment Managers. * Perform necessary action with respect to timely settlement of trades. * Monitor Failing trades and take necessary action to settle them. * Ensure timely processing of wires. * Assist in Onboarding of New Investment Managers / funds. * Resolving Reconciliation queries between Custody and Accounting book of records. * Setting up automated feeds for Investment Managers and their vendors. * Setting up FX and Income repatriation related standing instructions for Investment Managers. * Ensure Income and Corporate Action events are posted in a timely and accurate manner. * Ensure timely claim settlements. * Ensure Accounting postings are done in a timely manner. * Assist Investment Managers in Market opening.   **2nd Vice President, Section Manager, IOO APAC & EMEA Trade Operations & EMEA Front Office Reconciliations, Northern Trust, Pune, Jun’18 till Oct’19**  **Description:** Responsible for performing Trade Operations and Front office Reconciliations on behalf of Investment Manager.  **Team Size:** 32 Team Members including 5 Team Leaders.  **Key Accountability:**   * Ensure trade validation and enrichment through Northern Trust’s matching platform. * Perform necessary action with respect to timely settlement of trades. * Monitor Failing trades and take necessary action to settle them. * Ensure timely settlement of Foreign Exchange transactions. * Timely delivery of Reconciliation report performed between Investment Managers Front Office records and Investment Managers Northern Trust book of records. * Responsible for framing Disaster Recovery Strategy and getting it approved by Process Owners. * Compilation & reporting of MIS, Risk Annexure, SLA (Service Level Agreement) Tracker & EUC (End-user Computing) documentation for in-house macros and staff competency metrics. * Handling escalations along with allocating desk load to team members. * Planning & Conducting Townhall. * Implement control measures along with ensuring adherence with set audit requirements.   **2nd Vice President, Section Manager: IOO US & UK Valuations, Reporting, Northern Trust, Pune, Nov’17 till May’18**  **Description:** Responsible for Performing Valuation, Performance & Client Reporting related activity on Investment Managers portfolio.  **Team Size:** 18 Team Members including 2 Team Leaders.  Experience  **Key Accountability:**   * Performing valuation checks like Stale Price, Book to Market exception, Duplicate Income, etc. * Performance checks like Rate of return, Attribution analysis, Contribution Analysis & Performance characteristics like Standard Deviation, Jensen’s Alpha, Beta, etc. * Generate & review reports which contain both Valuation & Performance data & sending them to clients. * Generate & review invoices & sending them to clients. * Responsible for Transition related activities for new clients. * Provide resolutions to Client reporting & Fee billing queries raised by clients. * Generate & review Cash position report used by Client to perform their trading activities. * Raise queries to teams like Trade postings & settlements, Cash postings, Derivatives, Income, Corporate action, Asset set-up & Pricing, etc. to resolve Accounting & Rate of return related issues. * Assist Cash posting team in clearing Foreign Exchange trades from error queue. * Assist performance team in fixing issues & provide information related to skewed returns. * Maintain coordination with Business Area/Transitions Team for the purpose of process migrations. |
| IT Skills  Mainframe Applications  Invest One  CORIC  Revport  Billing Express  Bloomberg | **Key contributions & accomplishments:**   * Creation of Governance team within the Operations team resulting in better quality control and efficiency resulting in saving 6 FTE’s. * Streamlined Valuation process by utilizing Robotics process automation and saving   4 FTE’s.   * Unbilled amount reduced to 6 Mn from 20 Mn within a year by efficient resource planning and streamlining the process. * Insourcing of fee set-up and invoice review activity without impacting client deliverables. * Initiated project on streamlining Reporting process to move away from manual checks to systemic checks. * Created project plan for aligning Daily review process to IOO resulting in saving 4 FTE’s. * Created reverse migration plan for Valuations work to be moved back from Philippines to India. * Performed quality audits on invoices & facilitated new SOP (Standard Operating Procedure). * Implemented new Functional model for re-engineering the process. * Initiated change in standard operating procedure followed by Income team with respect to flattening of tax recoverable, as the earlier procedure was inflating Market value of securities from Ex-date of Income payment till pay date minus 1. * Initiated & completed project responsible for removing duplicate checks performed by team. * Implemented new procedure related to Capital reduction by involving all stakeholders. * Assisted in implementation of new issue resolution system to resolve Income related queries for whole department. * Put into practice an automated process with Macros & Pivot Tables which limited manual intervention & increased efficiency by 60%. * Ensured successful migration of APAC clients for IIG Fee Verification Team & achieved 100% SLA. * Conducted cross-training of team members for enhancing their knowledge, sharing best practices & increase bench strength. |
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