

WORK EXPERIENCE

Indxx Capital Management

Bengaluru, India

Indxx creation financial markets, primary research, secondary research (FactSet, Thomson Reuters, Bloomberg).

Senior Analyst- Operations

May'21- August'22

- Responsible for review of corporate actions and events in the index.
- Actively involved in file delivery of clients and review of corporate actions.
- Responsible for Index Data Management (Pricing and corporate actions).
- Ensuring procedures, quality standards, data governance.
- Engaging with stakeholders in understanding requirements, proposing solution.
- Experience in database and vendors like Bloomberg, Thomson Reuters, Morningstar etc.
- Responsible for Equity indices setup and delivery and client Management.
- Actively involved in indexing operations such as rebalancing/Reviews and reconstitution.

Leverage Edu

Bengaluru, India

India's largest AI-enabled marketplace, higher education service and test prep service provider.

Senior Associate – Customer Success and Marketplace Operations

Dec'20 – April'21

- Led a team of 4 associates and interns to ensure the smooth delivery of counseling and test preparation services to 1500+ clients, managing a business worth INR 1.5Cr, per month.
- Developed troubleshooting protocols and reduced query and problem resolution time from 2 days to less than 24 hours.
- On boarded 100+ mentors from the higher education and career service marketplace and scaled up the marketplace to up to 5x.
- Assisted the business development team in securing INR 10L worth referrals.
- Stepped into various processes requiring multi-functional intervention and bridged the gap between operations, sales and finance departments.
- Audited monthly invoices generated against inputs given by our marketplace mentors.
- Designed post-acquisition onboarding systems to align customer expectations which led to 15% reduction in refunds and dissatisfaction from customers.
- Managed calendar of events for professional development seminars. Organized over 20 seminars by partnering with higher education institutions and industry leaders.

Associate – Customer Success & Marketplace Operations

Mar'20 -Nov'20

- Developed customer centric strategies to customize offerings and build long term strategic partnerships.
- Collaborated with the product development team to design & propose value added solutions
- Streamlined the on-boarding and service delivery process of 300+ customers to facilitate coordination with internal and external stakeholders.
- Redesigned manual for client communication and recorded an increase in the core derivative, i.e. the Net Promoter Score (NPS), concurrently ensuring ratings of 8.5+ by minimum 70% of clients.
- Performed root cause analysis to identify the lag in customer services and introduced the automation of queries decreasing TAT by 43% and increasing the NPS score by 51%.

Indxx Capital Management

Gurgaon, India

Indxx creation financial markets, primary research, secondary research (FactSet, Thomson Reuters, Bloomberg).

Indxx Specialist

Jun'18 – Nov'18

- Analyzed financial information to produce forecasts of business, industry and economic conditions of the market in order to make informed investment decisions by creating portfolios by identifying existing funds or strategies through a combination of analytical, qualitative and quantitative analysis.
- Interpreted data affecting investment programs such as price, yield, stability, future trends in investment risks and economic influences.
- Created various thematic indices using FactSet and Thomson Reuters such as:

Indxx U.S Preferred Stock Index (Parent Index); Indxx U.S HYL V (High yield low volatility Index) preferred stock index (Child Index); Indxx Advanced Life Sciences and Smart Healthcare Thematic Indices; Indxx U.S & China Internet Index

EDUCATION

Shri Ram College of Commerce, Delhi University

Aug'15 - May'18

Bachelors in Commerce (Hons)- 6.92 CGPA

Member: Sports Society

EXTRACURRICULAR AND ADDITIONAL INFORMATION

- Sports: Avid sports person, secured silver and bronze medals in tennis and table tennis tournaments.
- Languages: Hindi, Tamil, English.
- Computer proficiency and skills: MS Word, MS Excel, Tally.