**MAYUR MUKESH SETA ( Investment Banking - Business Analyst & Operation Manager )**

Current address :-

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**Objective**

To obtain a challenging leadership position in the organization in order to continue my career and utilize my skills for mutual growth and success..

**Professional Summary**

* Currently carrying Nine years of experience in "Operations", “Automation project/ Transformation/ Operation excellence ( Business Analyst Role) as well as "People Management Role" in Investment Banking & Capital Market.
* Working as a "Operation Manager" with expertise in managing diverse team members with strength of eight people and motivate them to accomplish business goals.
* Experience in Process management, Team management and Client management.
* Worked on various asset classes, Equity, Debt, Processing of Loans, borrowing, private equity, derivatives, Repo, Reverse Repo, Corporate actions (Mandatory, Voluntary and Mandatory with options), Collateral and money market instruments like term deposit, final controls as Trade Settlements cash and stock reconciliation.
* Perform reconciliation of Incoming Cash and Outgoing Cash on daily, weekly and monthly.
* Worked on Position/ Stock holding Reconciliation on daily weekly and monthly.
* Worked on SWIFTS messages as MT566, MT564, MT541, MT543 and MT535.
* Good understanding of software applications access as below :-

MS Word, MS-Excel, MS-Power point, Tally, SAP ( ERP ), Bloomberg and Linkki software's and DTC, IBM Blue works, SQL Queries and JIRA.

* In depth knowledge of Software Development Life Cycle (SDLC).
* In depth knowledge of Software Testing Life Cycle (STLC) and Trade Life Cycle and SWIFT Messages.
* Worked on Agile, Waterfall and Scrum methodologies of client’s business processes and SQL
* Gathered business requirements utilized UML (Unified Modeling Language) diagram, where various diagrams such as USE cases, Sequence and Flow chart to be made in the process. Prepared BRD (Business Requirement Document), FSD (Functional Specifications Document) / SRS (Software Requirement Specification), Nonfunctional Requirement Document, User Manual and Use Case specifications.

**Academic Credentials**

* **MBA - Master Of Business Administration** in Finance ( Year -2011) from Moment Institute of Business Management Pune, Savitribai phule Pune University.
* **BBA - Bachelor of Business Administration** ( Year 2008 ) from Brijlal Biyani. Science College Amravati Sant Gadage Baba Amravati University.
* **Intermediate (10+2)**: From (Maharashtra Board) ( Year 2005 ) from Mungsaji Maharaj Mahavidyalaya, Darwha.
* **High School**: From (Maharashtra Board) ( Year 2003 ) From Aided high school Darwha.

**Achievements :-**

1. Appreciated for successfully handling migration of mandatory cash dividend process.
2. Appreciated for giving the process improvement IDEA's to automate the process as below: -

a) Created Macro to perform manual collateral reconciliation. : - 1.2 FTE saving.

b) Created Template to perform the repo reconciliation. : - Increase efficiency.

c) To start interface Term Deposit trades in the system (SAP) :- 0.5 FTE saving.

3. Successfully delivered EUC automation project ( End User Computing ) automate the

manual process to automaton.

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**Accenture Operations ( 6th July. 2020 to till Date )**

**Designation :- Investment Accounting Ops Specialist ( Assistant Manager )**

Working for APTP (Accenture Post Trade Support) project handling Fixed income (Coupons) , Reconciliation and claims Team.

* Events validation by reconciling the positions on RD.
* Processing the coupons payments as per the payment received from agents from MT566.
* Processing the claims receivables and payables of fails trades.
* Coordinate with counterparties by sending the claim letters and get the funds.
* Processing cash reconciliation in Intellimatch by matching the ledgers and statements.
* Process the coupons payments which are generates in the system as per the record date.
* Monitor all statements credits from agents applied to the all events.
* Control on MT566 to check whether payments received for all events.
* Control on email box and make sure all emails responded on timely manner.
* Control on all open items all breaks and help team to resolve and escalate on timely manner.
* Understand the team’s issues and resolve by providing the solutions.
* Maintain the balances on client accounts and perform the client money check.

**Wipro Limited.**  ( **25th Sept. 2018 to 4th July. 2020)**

**Designation :- Lead Analyst**

Worked for Credit Suisse Client in Asset Servicing team and handled mandatory cash dividend corporate action team as well as trade settlement team with strength of twelve team members.

**Handled Corporate action (Mandatory cash div.) and trade settlement team :-**

* Validation of corporate action – All positions, ISIN, Currency, Ex date, RD and PD.
* Identify the holders - Identify all eligible holders on record date. And identify the fails trades which are settled after record date.
* Pay Date :- Distribute dividends on Pay date to the respective shareholders.
* Monitoring daily reconciliation and take all necessary control checks for clearing all age breaks above 6 days and send regular reminders to custody or counterparty for pending settlements.
* Handling Nostro Reconciliation in Intellimatch for segregating client’s money.
* Processing wire payments for claim payables and send receivable claims to the counterparty.
* Interacting with agent and counterparty for cash settlement.
* SLA - Meeting SLAs and interacting with various business groups within the firm.
* Make sure we track all claims receivable and claims payables.
* For claims receivable make sure claim letter send with SSI details to respective CP.
* Timely follow up and escalate to the CP to get the funds.
* For claims payable make sure we have processed and paid the funds to CP.
* Make sure all intercompany payment processed on timely manner.
* Understand the team issue and resolve.
* Connect with the team on monthly basis in order to understand their issues and give eedback.

**Business Analyst: - EUC – Project ( End User Computing )**

Worked for Automation project for CITI client as a “Business Analyst” role to automate the manual process in System and deliver the end software modifications : -

* Serves as a primary point of contact in the requirements and design phases of projects. This involves research and application of best practices with respect to business and operational processes, technologies, and industry trends.
* Different level of analysis with available information for example (SOP, input files, working files). Sending emails to clients if any missing document.
* Engaging with clients to understand the processes and getting relevant information with respect to the functional requirements of the system and preparing the functional requirements document.
* Creating BRD and FRD of each financial process with AS IS process and then understanding similar processes (for example, clustering processes with same input source, work flow, output source) and preparing single FRD for each similar procedure processes with TO BE flow using standardize flow across the cluster after brainstorming sessions with functional consultants.
* Use SQL queries to convert input data to the required format to perform the process.
* Utilized tools like IBM Blue works for creating AS-IS, TO-BE process and JIRA for Change requests.
* Prepare accurate and detailed requirements, interface specifications documents, user interface guides, functional specification documents, and related test documents.
* Explaining the TO BE flow to the client and making sure to include all the requirements which the client has asked and taking the sign off for the documents.
* Explaining the TO BE flow to development team and understanding what can be developed and what cannot be developed or finding alternate options to automate the process performs gap analysis between process models, technology and people.
* Act as liaison between the business units, technology teams, and support teams, under the direction of the data sourcing lead and project manager.
* Once the development is done, sharing the feedback with development team of experience as user and what can be enhanced or removed to make it more user friendly.
* Creating user cases in Jira and signing off the test cases shared by quality team and coordinating with all the teams related with the project.
* Giving demos to clients on navigation part and preparing user manuals for the same for reference.
* Identifies and assists in managing any defects, change requests, or new functionality related to the project and current work efforts.
* May be involved in loading and managing client or test data during the test execution phase of a project. Once the UAT is completed with client taking the sign off to go live with successful automation.

**AXA Business Services Pvt. Ltd.**  ( **21st Dec 2012 to 20th Sept 2018 )**

**Designation :- Process Leader**

AXA Business Services Pvt. Ltd. is a France based [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [insurance](https://en.wikipedia.org/wiki/Insurance) firm which engages in Finance operation services, Property & Casualty, Health and Asset Management businesses.

I am working in TSAS (Trade Support and Asset Servicing) Department which provides the services to AXA France through subdivision FSSC - (Financial Shared Service centre) to handle the team and leading the process.

Primary responsibilities to handle Process management, Team management and client management as below :-

**A) Process Management :-**

* Job responsibility includes to book and monitor all the Investments as all Trades, Corporate Action and Derivatives in SAP (ERP) for client AXA France and maintain all the mandatory checks to keep cash and position balances updated at all time. If there is any Discrepancy in books of AXA France and Various Custodian, it is a responsibility of FSSC to identify and resolve the discrepancy and provide feedback to client.
* Take daily huddle with the team to discuss the work allocating the daily jobs to the team members and to ensure targets are met efficiently and timely delivered to the customer's.
* Responsibility also includes maintaining Balances of all the portfolios in all the Currencies on day to day basis**.**
* Responsibility Includes to Identify discrepancy related to Trades, Corporate actions (Simple & Complex), OTC Derivatives (Forex trades, Swaps etc.) and Cash transfers and resolve them.
* To ensure that all below control checks have been performed and review the same before providing sign offs.

1. **Trades :-** Make sure that transaction team processed all the trades in SAP i.e securities trade processing, Trade settlements, processing of Loans, borrowing, Repo trade, Reverse Repo Trade, Collateral received trade and collateral given trade and money market instruments like term deposit trades.
2. **Corporate Action: -** Understanding of all corporate actions (Mandatory and Non Mandatory) Make sure all corporate actions are booked in SAP on daily basis i.e merger, dividends, dividend reinvestment, stock split processed and Final redemption in SAP.
3. **Collateral Trades :-**Make sure all collateral received and collateral given trades are booked as per the SSB report and Bank website.
4. **Cash Reconciliation:** The job mainly consists of performing daily and monthly cash reconciliation to compare cash transaction from the bank side with SAP accounting entries uploaded in Linkki (Cash reconciliation tool) through swift messages and manual template upload for different security accounts of various banks and identify the discrepancies and take corrective action to resolve them before providing monthly cash sign-off to accounting team.
5. **Position Reconciliation:** Performing weekly and monthly custody reconciliation to compare the securities position from the bank side against the securities position in SAP for each ISIN held in different security accounts and reconciliation of Collaterals before providing monthly custody sign-off to accounting team.

* Timely escalation of issues and followed up on open issues ensuring closers.
* Maintain the process update tracker to have the all data for new updates and process change.
* Ensure team targets are met by leading the team to deliver as per SLA's and are performed as per the as per the IFC audit requirements.
* Preparation of SOPs on crucial activities, so that the knowledge is easily accessible to everyone, and standard procedure can be applied.

**B) Team Management :-**

* Taking monthly meeting with the team to discuss the team performance and error analysis.
* Taking One-0-One meetings and given proper feedback.
* Conducting training programs for the team which will help them to groom for next level.
* Prepare the cross training plans for team members on quarterly basis for creating the back-up's.
* Identify the areas of improvements of subordinates and conduct the process trainings and feedback sessions to improve the processing quality.
* Maintain volume tracker for monthly team performance basis on work volume and errors.
* Merge three teams in to one for better back-up planning and leave management for the team.
* Worked on automation project to reduce the teams manual work and increase the efficiency.
* Provided training's to teams on different work types for better understanding of the process.
* Mentored lower performing team members to raise expected company metrics.
* Provide process data to the Group Internal audit and PWC audit.

**C) Client Management** :-

* Understand the needs of the end clients and customize reporting to meet those needs. Identify outliers in report data and take steps to resolve when applicable.
* Interaction with bank, custodians, treasury team for resolution of un-reconciled items.
* Arranging monthly client call to discuss all the open issues which was identified in the weekly reconciliation in order to provide smooth monthly sign off.
* Delivering the weekly and monthly sign off's ensuring that all Trades, Corporate Actions, derivatives trades processed in SAP and reconciled all positions and cash for all the securities and reported the same to clients every weekly and monthly basis with exceptions of all open highlighted issues.
* Assessing the client feedback, Evaluating the area of improvement and providing critical feedback to the team members in order to achieve higher client satisfaction matrix.

**Organizational Experience**

**Horizon Data System Pvt. Ltd. ( From 31 Oct 2011 to 19 Dec 2012 )**

**Designation :- "Management Trainee"**

Horizon Data Systems Private Limited is a Data processing Center it includes the processing or tabulation of all types of data. Provision of such services on an hourly or time -share basis, and management or operation of data processing facilities of others on a time sharing basis; on a fee or contract basis.

I was working in **"Loan Mortgage Process"** to Filing of Loan Application in the system.

**Responsibilities : -**

* Receive property loan related documents through client system Appraisal management system ( APM ).
* We need to follow the provided check list of the particular clients ( FANNIE MAE AND FREDDIE MAC) and compare the loan documents.
* If there is any non-standard deals identified, Need to take the client approval for the same.
* Validate contract details and customer verification.
* Verification of PO with customer agreement.
* Reviewing appraisal reports and ordering the Credit report.
* Reviewing and quality check of all reports before submitting to the clients.
* Finally send report to the vendor in order to proceed further for property loan.
* Maintain the process guide and update if if there is any new instructions received from the clients.
* Conduct the training session for the new joiners.
* Provide feedback and discuss the corrective actions.

**Organizational Experience**

**Mphasis. ( From 31st Jan. 2011 to 28 Sept. 2011 )**

**Designation :- Transaction officer**

MphasiS consistently delivers Applications services, Infrastructure services, and Business Process Outsourcing (BPO) services globally through a combination of technology knowhow, domain and process expertise

**Responsibilities : -**

* Involved in supplying the required software as well as hardware requests to the General Motors/ Electronic Data System ( EDS).
* Received requirements through emails for software and hardware.
* Understand the request on email and generate the ticket on "Mercury Network" in order to send the request to vendor.
* Keep the follow-up with vendor and GM team.
* Once the vendor provided the services to the GM team , Need to close the ticket.

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**Projects Details :-**

**Company Name: HDFC Standard Life Insurance Co. Amravati.**

**( 1st June 2010 TO 31st July 2010 )**

**Project Title : -“ NET ASET VALUE CALCULATION & PORTFOLIO MANAGEMENT ”**

**Project: objective :-**

* To calculate and compare NAV of HDFCSLIC with other private sector leading insurance companies.
* To study portfolio of HDFC Standard Life Insurance company Ltd.
* To analysis and study the products of HDFCSLIC Ltd.
* To study a relationship between risk & return on investment.

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**Personal Details :-**

* DOB : 04th Sept 1987
* Gender : Male
* Marital Status : Married.
* Languages Known : English, Hindi, Marathi and Gujrati.
* Nationality : Indian

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**Declaration:-**

I confirm that the information provided by me is true to the best of my knowledge and belief.

Place: PUNE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: Signature