

Operations Manager

Education Details

BCA Vinayaka Missions University

Operations Manager

Operations Manager

Skill Details

Operations Management- Experience - Less than 1 year monthsCompany Details

company - BNY Mellon International Operations (India) Pvt. Ltd

description - Organization: BNY Mellon International Operations (India) Pvt. Ltd.: Sept 2009- till date

BNY Mellon provides a broad range of products and services in the areas of Investment Management, Investment Services and Treasury Services. Our customers are institutions, corporations, and high-net-worth individuals, as well as consultants and advisors who work with them.

Line of Business (LOB): Revenue & Billing Services (R&BS)

Revenue and Billing Services is a Global Center of Excellence that generates invoices and collects fee revenue from Investment Services clients. 218 staff across five locations (Brooklyn, Pittsburgh, Syracuse, Pune, and UK) . Various Businesses supported are Asset Servicing, Corporate Trust, Treasury Services, Broker Dealer Services and Global Collateral Management.

Support U.S., EMEA, and APAC. Regions.

Job Profile: Operations Manager - BNY Mellon International Operations (India) Pvt. Ltd.

Responsible for daily operations of the Billing Department providing services to institutional clients globally. Led a team of professionals responsible for accurate and timely Account setups and Invoice Production on the Billing platforms like

Advantage (Fiserv.) & FiRRe (SunGard) . Tasked ith improving service, quality and reducing the overall unbilled revenue.

Provide guidance to staff in their professional development plans by facilitating appropriate coaching and feedback.

Other responsibilities include but not limited to audit, business resumption planning, evaluating emerging technologies, fee contract reviews and negotiations ith vendors, human resources, hiring, performance management, employee personal development, rewards & recognition programs, and defining the strategic direction of the business unit.

#### Operations / Service Delivery Management

Monitor Client KYC's and Compliance monitoring for Institutional clients.

Manage support and train the team in the drafting and reviewing of standard operating procedures to ensure compliance ith US and Global regulations for Billing.

Assist clients ith contract reviews and negotiations.

Monitor, analyze and draft metrics reports on a weekly/monthly basis to track progress of compliance efforts to senior management.

Coordinate ith internal stakeholders and draft responses to escalated enquiries and client requests.

Participate in the Risk and Control Self Assessments (RCSA) concurrence meetings for the LOB.

Form the first Line of Defense as Operations and take accountability for any Operational Risk Events (ORE's)

Perform root cause analysis of issues and document them accordingly for incident reporting.

Ensure service delivery standards are always met. (Green- SLA/TAT)

Monitor employee productivity/efficiency and performance management.

Initiate the goal setting exercise for the operations team in the LOB.

Provide direction to employees according to established policies and management guidance.

Consistently meet the onshore and offshore stakeholders to provide real time updates.

Organize meetings ith functional peer groups to discuss monthly MIS.

Actively involved in hiring and resource management for all levels ithin the department.

Oversee the Employee Assistance Program (EAP) for the underperforming employees.

End to end Performance management of staff during semiannual and annual appraisals.

Established Training and Development as one of the top priority goal for the department and secured senior management funding.

Cut ne-hire to on- the- job competency from three months to to, by introducing e-learning modules and Brainshark presentations.

Encourage the team to understand and communicate the company vision and competitive strategy for driving business.

(PLAN TO IN &PLAY TO IN)

Initiate quarterly Risk and control self-assessments (RCSA) concurrence reviews with all the process stakeholders.

Project Management/Transitions Management -PMO

Worked as a project manager in BNY Mellon PMO to manage the Transitions of Billing Operations.

The responsibilities included but are not limited to:

Understanding expectations, technology, documentation, assessing capacity & skillset

Executing transition plan (process timelines, SLAs, Escalation Matrix etc.)

Ensuring smooth go live and regular review meetings post transition.

Conducted analysis on projects to determine ROI and viability of project undertaking before presenting it to the Senior Operations Directors.

Conceptualized and implemented strategy for capturing Project and Program metrics and funneling that information to easy-to understand dashboards.

Direct Management oversight for a team of 11 employees, 8 of which are direct reports.

Work directly with the Information Technology Architecture team to identify strategic project breakdowns within the program.

Ensure complete adherence to project management and Toll gate framework.

Ensure users of the Operations team get the required application accesses.

Determined lessons learned through post-project reviews and integrated findings into program plan.

Talent Management (team & function)

Re-structured Organization design to differentiate roles, develop career paths, easy work rotation

Performed skill-gap analysis to identify Training and Development opportunities. Ensured participation and also tracked effectiveness of Training Programs

Developed and implemented Function-wide Rewards and Recognitions (R&R) programs.

Previous Job Profiles in BNY MELLON during overall tenure: Assistant Manager and Team Leader

Line of Business (LOB): Global Corporate Trust Billing (Enterprise Billing Unit) ; Alternate Investment Services (AIS), Broker Dealer Services (BDS) & Sub Custodian Fee Billing.

The Trustee services that are provided e.g. Admin Services, Paying agent services, Registrar by BNY Mellon to the Corporate Trust Clients are being billed and Invoiced for generating revenue.

Worked in the capacity of Assistant Manager and Team Leader during the overall tenure managing multiple teams for different sub functions within billing department.

Other responsibilities included:

Assign the Daily work to the team from the respective Mailboxes.

Ensure equal distribution of all sub activities among the team depending on the volumes and ensure timely completion.

Monitor the log spreadsheets for all the activities and sub activities which are saved in designated Shared Drive.

Quality Check of the Transactions processed.

Work on Efficiency projects.

Monitor the Onshore and RM emails and respond within the same day after getting them actioned.

Attend the Daily Handoff call to discuss processed work and updates with onshore counterparts.

Work on Efficiency /six sigma/Quality projects.

Conduct monthly one on ones with the team members and schedule team meetings.

Mentoring the new and old hires in the team, discuss process updates regularly.

Managing Performance appraisals of employees in the team.

To be actively involved in the hiring process.

Participate in Internal and External audits.

Attend concurrence meetings for Risk and Control self-assessment (RCSA)

## ORK EXPERIENCE

company - wipro Technologies

description - CLIENT: Microsoft

wipro Ltd. is an Indian Information Technology services corporation; it's a leading global information technology, consulting and business process services company.

Job Profile: worked as an "Application Support Engineer Tier II"

Provided Technical support to Siebel CRM users across the globe from Microsoft Corp.

Communicated with the users to obtain an understanding of their environment and challenges to troubleshoot the issue and provide solutions.

Utilized existing structure to translate ticket categories & group names to the system structure.

Identified and escalated issues to the TierIII production support teams as required to ensure they were addressed and resolved.

Ensured all Siebel CRM user sites were up and running by utilizing proactive monitoring tools, which increased customer up time to 95%.

Trained new engineers in providing proactive support to users.

Compiled data and department metrics into reports for Management examination of processes. (MIS Reporting)

Coordinated development team with business users for system deployment and modifications.

Actively participated in the STB&QTP testing's during the application version releases.

Perform periodic Application health checks.

Tested, implemented, and supported database replication including SQL Server Replication types in an editing environment.

Perform Role flip of servers at the backend to reduce application downtime.

Maintained a consistent ETA of 85% month on month for help desk tickets within a 24-48 hour time span.

Ensured the Knowledge base article's repository is updated regularly, to enable the new Engineers to go through them for troubleshooting issues.

## ORK EXPERIENCE

company - Dell Global Financial Services

description - for Dell Computer Corporation, Aug 29th '2005 till Feb '2007.

DELL Inc. is one of the world's leading computer systems company. Dell designs, builds and customizes products and services to satisfy a range of customer requirements from the server storage and professional services needs of the largest global corporations, to those of customers at home across 85 countries of the world. Dell does business directly with the customers to meet unique needs.

Job Profile: worked as an "Account Receivables Senior Associate" for DELL Inc.

Handling a portfolio of about 500 U.S corporate customers.

Handling a team of 8 senior credit controllers.

Walking the floor (Coaching and guiding the controllers)

Minimizing credit losses by managing the team to collect delinquent accounts.

Handling Escalations (through Emails and over the phone)

Identify late stage delinquent accounts and resolve with appropriate verbal and written correspondence or notices.

Performing Ledger/ Accounts review

Discussing Interim and Annual Appraisals with the team members and to ensure their closure in the stipulated time.

Research and resolve problem transactions identified on a daily basis Maintain records concerning changes in accounts as a result of negotiations on the collection of customer's outstanding accounts, refunds, tax credits, etc.

Release Orders with Credit Task Codes from Assigned Queues.

Intervening & communicating with Supporting Departments such as Sales, Order Processing etc. when there is delayed/no response from the same.

Mentor New hires and assists team members in improving performance as required.

Setting up and Leading the conference calls with customers and other internal departments to discuss the issues on the accounts and deriving measures to resolve them.

Taking team hurdles and driving team results. Attending weekly and monthly review calls with the Management to discuss process related issues and ways to improve them.

Work through real time cases made up of potential order errors or situations where specific customer requirements are not met.

Makes decisions on how to resolve issues in most expeditious manner.

Makes recommendations on "Business Rules" additions designed to capture commonly occurring order errors.

To keep the motivation level high among the team members by organizing Fun at work activities. Also have been nominated as the HR and Transport SPOC for the COE.

## WORK EXPERIENCE

### GE CAPITAL INTERNATIONAL SERVICES. (GECIS)

GE Capital is the financial services unit of the American multinational conglomerate General Electric. It provides commercial lending and leasing, as well as a range of financial services for commercial aviation, energy and support for GE's Industrial business units.

company -

description - Made outbound calls and sent emails informing Institutional clients about their delinquent payments as per Standard operating procedures.

Developed One Point Lessons for key customers and shared it with the team

Maintained 95%+ accuracy rate throughout the year.

To generate a daily report on the team's performance, this included ways and means of improvement in COE revenue.

Had gained credibility among the team members and first level of escalation for any issues in the absence of the manager. Been single point of contact (SPOC) for any HR issues in team.