

Seemran Pingle

Compliance and Risk Professional

✉ simranpingle1908@gmail.com ☎ +44 07404488915 🌐 [linkedin.com/in/seemranpinglemba2020](https://www.linkedin.com/in/seemranpinglemba2020)

I am a highly passionate solution driven MBA professional who thrives upon seeking new challenges through my career as a Compliance and Risk Consultant. With my detail-oriented approach I have successfully managed complex compliance matters along with mitigating potential future risks by creating compliance and risk processes for the organizations.

Experience

Risk & Compliance Analyst at Calibrate Consulting

Feb 2020- Current

- Built Compliance Risk Program to measure, monitor, and report on risk at company level which resulted in a robust control management systems with processes
- Organized internal compliance training to manage ethics and compliance at work and ensured annual certification of company-wide staff
- Ensured organizational integrity by embedding company's values and objectives by an engagement and communication program followed by creating an annual company's culture survey
- Prepared MI reports on compliance and regulatory issues for senior management ahead of board and senior management meetings
- Created Vendor Risk Management program which comprised of onboarding of complaint vendors, supplier management process, supplier client relationship ethics and corporate negotiations
- Under the leadership CRO & COO cascaded company's core values and objective for all projects mentioned
- Current position as Sales Operation Analyst majorly focuses on implementation of compliance and regulatory standards to the sales function while leading the company's CRM function.

Project Management Officer (ISO) at Calibrate Consulting

Aug 2019 - Feb 2020

- Collaborated with various stakeholders to design compliant processes with ISO standards which helped the organization to certify for ISO 27001 & 9001
- Using SOX and EU GDPR guidelines incorporated corporate governance for internal controls which mitigated legal and regulatory risks
- Managed the sales team to win government frameworks which led to acquire new businesses in different sectors
- As an Internal Auditor for ISO, accounted for planning and conducting professional management system audits to enable delivery of assessment and certification services that meet customer requirements and appropriate accreditation standards

Operations Team Lead at WNS Global Services

Jan 2016 - Aug 2018

- Developed and launched integrated, multi-channel customer service campaigns that propelled Net Promoter Score from 05 to 45 at the end of 2017.
- Wrote catalogues, course guides and training brochures that enhanced the sales representatives to understand complex product features
- Performed on-going customer & market research along with demographic profiling to explore and capitalize on unmet market needs ahead of the curve
- Selected amongst 25 team leaders for across the location project for Amazon Seller Support division, major responsibilities included critical analysis of past trends to improvise the response rate from the sellers, bringing in the change of management, trend projections using tools tableau and SQL and Tableau, up skill junior associates with advanced excel skills and corporate communications, robust implementation of training plans for North America Market

Education

Fergusson College (Pune University, India)

June 2012 - May 2015

- Bachelor of Science, Biotechnology

Loughborough University, UK

September 2018-October 2019

- M.B.A. (Business Administration) with One-year placement
- Core subjects included Organizational Values, Corporate Governance, Project Management
- Thesis: Organizational Culture and its influence on Operation Management

Competencies

- Theoretical and Practical proficiency in Data Analytics with Power BI, Tableau, Qlik Sense applications
- Capacity to work independently with minimum supervision, coordinate work with different sectors of the organization and make independent decisions
- Able to interpret insights data on excel and powerpoint for visualization purpose and excellent with MS Excel functions, also a skilled problem-solver analyst that enjoys a challenge

Skills

- Strong working knowledge and experience of ISO 9001, ISO 27001, SOX and CCEP management system standards, compliance and auditing techniques.
- Modelling business processes with particular knowledge of BPMN 2 tools and techniques
- Knowledge of CRM systems, processes and best-practice with working experience in Salesforces Cloud and Services
- Designing, enabling and running multi-channel communications across the team ensuring regular communications including Newsletters, Monthly Business Updates etc.
- Project management initiatives including business transitions, systems implementations, process re-engineering activities, programme management