

PRATHAP SHASHIDHAR

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Key Skills

- Operations Excellence
- Payments & P2P
- Risk Management
- Portfolio Management
- Vendor Management
- Leadership & Interpersonal
- Customer Relationship Management
- Transition & Acquisition

Work Experience

Company – Deutsche Bank of India

Role – Assistant Vice President

April 2016 – Present

Dynamic and results-driven professional offering **over 13 years** of rich experience in running successful method-oriented operations and taking initiatives for achieving business excellence through process improvement; targeting senior level assignments in the areas of Operations Management

Profile Summary

- Proficient in analyzing processes & workflows, assessing their efficacy, relating to business plans & goals and suggesting re-engineering / simplification solutions
- Expertise in planning, executing & implementing projects in compliance to quality standards & policies
- Effectively managed large office processing team across multiple sites. Managed team consisting of 200+ FTE (2 Managers, 4 Assistant Managers and 16 Team Lead) with teams based across multiple locations (Bangalore, Pune & Mumbai)
- Possess excellent communication skills & technical insight to effectively manage the work-force with optimum resource consolidation, people & project management
- Highly skilled in handling different spheres of operations like hiring, training, motivating, evaluating and retaining qualified staff
- Skilled in setting out quality standards for various operational areas; implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLA

Carrier Path

Deutsche Bank of India (DBOI), Assistant Vice President – Loan Operations

Key Responsibilities -

- Working as Assistant Vice President with the Deutsche Bank group of Wholesale Banking
- Currently managing three lines of business under loan operations with a team span of 30 business analysts & 3 managers
 - Agency - Syndicated Loan Business
 - Financial Supply Chain - Accounts Payable & Receivable
 - SBLC – Line of credit
- Mapping business requirements and coordinating in developing and implementing processes in line with the clients pre-set guidelines
- Supervising process level improvement projects providing external and internal benefits
- Conceptualizing & developing need based training modules for developing multi skilled work force for utilization within sub processes for optimum efficiency

Accomplishments -

- Instrumental in implementing effective Production tracking methodology
- Currently involved in working with the Mysis group in upgrading the loan IQ application system to the next version

Previous Work Experience

Company – Ocwen Financial Solutions

Role – Senior Manager

Mar 2013 – Jan 2016

Ocwen Financial Solutions, Senior Manager – Cashiering/Loan Servicing

Key Responsibilities -

- Worked as Senior Manager & Subject matter expert for the Cash Management process within Ocwen. Managed team of 200+ FTE (2 Managers, 4 Assistant Managers and 16 Team Lead) with teams based across multiple locations (Bangalore, Pune & Mumbai)
- Gauging business requirements and developing and implementing processes as per the pre-set guidelines
- Defining service standards & guidelines that serve as benchmark for excellent service delivery; presenting various weekly/monthly MIS reports pertaining to process and productivity
- Responsible for testing and implementation of any business logic within the servicing system
- Setting up and deploying customer centric Business Processes like the Work flow, Client communication process, and other Internal Business processes, specific to the process
- Ensuring strict adherence to the process parameters/systems as per defined guidelines by performing internal process audits & process reviews
- Setting out quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLA's and work processes
- Establishing compliance operational strategies by evaluating internal control systems / procedures & trends; establishing critical measurements; determining production, productivity, quality & customer-service strategies; designing systems; accumulating resources; resolving problems and implementing change

Accomplishments –

- **Transition** – Transitioned key 10 process from & successfully implemented the process with effective controls
- **Cost reduction** –
 - Delivered cost reduction of \$1.6 million (per annum) by the managing the transition of Ocwen's Lockbox service provider to a new vendor
 - Proposed Automation of 25 key sub process within Cash Management, for enhancing better Customer service & to achieve staff reduction of 80 FTE's
- **Business Excellence** -
 - Achieved an outstanding rating for implementation of the Basic Operating Principals within Cashiering
 - Successfully implemented 100% Dashboard reporting for all key process within Cash Management
 - Completed multiple State Monitor audits with zero findings/observations against Cashiering
- **Stakeholder Relationship Management** – Maintained good relationship with all the stakeholders resulting in the below achievements
 - Assisted Bankruptcy team in defining & testing the BK payment module
 - Assisted Pre-Foreclosure team in designing & testing of Demand letter generation logic
 - Assisted Mortgage Insurance team with the creation of various suspense buckets for handling BPMI/LPMI premiums and claims funds
 - Assisted the Investor reporting team with the implementation of HAMP incentive bucket and HAMP incentive program logic within the servicing

Previous Work Experience

Company – Ocwen Financial Solutions

Role – Manager

Mar 2011 – Mar 2013

- **Employee Relationship Management**

- Revisited the existing Employee Incentive plan in to include a merit based pay out model to mitigate controllable delays with the process & competitive pay out for the employees

- **Customer Relationship Management –**

- Played a vital role in transforming Ocwen in house ACH system (Automated Clearing House) into a Customer friendly tool to remit their monthly payments
- Worked with External Payment Vendor (Speed Pay) in transforming their system for Ocwen Customer into Customer friendly tool to remit their monthly payments
- Reduced the Customer Complaints (VOC) by 40% by frequently revisiting the process and issues faced by the customers

Ocwen Financial Solutions (OCW), Manager – Mortgage Insurance Key Responsibilities -

- Ensured monthly premiums remittance to the Insurance companies on stipulated time frame and cancellation of policies reinstated, If required
- Built cordial and healthy relationship with all the Mortgage Insurance companies
- Managed timely submission of claims and placed appeal/rebuttal for claims that have been rejected
- Initiated and led the adoption of standards and best practices across entire process
- Effective presentation of the monthly ops report, escalation matrix and KPI improvement
- Offshore Transitioning of new projects including process mapping, preparation of transition schedules
- Organized training for New (Process Training/Domain Training/Nesting or On Job Trainings) and Existing (Refresher trainings/OD trainings) employees

Accomplishments –

- **Cost Reduction –**

- Orchestrated decrease in the claim reject rate from 60% to 20% within a short time of managing the process
- Automated key process resulting in the reduction of 8 FTE's

- **Business Excellence –**

- Implemented key changes to the process encompassing setting up appropriate workflows, claim tracking mechanism, policy reconciliation process, premium remittance reconciliation, policy status reconciliation, etc. All these lead no Zero findings against my team through the internal audit review of my process for the year in the financial year 2012- 2013
- Instrumental in overturning repurchase/indemnification requests received from Freddie Mac and other investors relative to claims which saved Ocwen with a huge financial exposure

Personal Information

Date of Birth – October
13th 1982

Passport Number -
J3008328

Visa: US – B1/B2 (valid
till 2022)

Educational Information

Bachelors in Science (B.Sc)
– Bio-Technology

Year – 2004

Bangalore University

- **Compliance & Risk Management –**

- Maintained strict compliance with various state laws and regulations with the payment & payoff application

Growth Path



Assistant Vice President – Deutsche Bank (Apr 2016 – Present)

Senior Manager - Ocwen Financial Solutions (Mar 2013 – Jan 2016)

Operations Manager - Ocwen Financial Solutions (Mar 2011 – Mar 2013)

Assistant Manager - Ocwen Financial Solutions (Jun 2009 – Mar 2011)

Team Lead - Ocwen Financial Solutions (May 2005 – Jun 2009)

Associate - Ocwen Financial Solutions (Jul 2004– May 2005)

Projects Handled

- Redesigning P&P's into User Friendly Manuals (KPMG Standard)
- Document Attribution
- Next Gen System Planning & Designing
- REALDoc®, REALSynergy®, REALServicing® Application Testing
- Cash Overhaul Technology Project

Certification

- Lean Six Sigma Green Belt Certification - 2007
- Leadership Development Programme from Ocwen Financial Solutions - 2009
- Train the Trainer from Ocwen Financial Solutions - 2006