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RK Hegdenagar, Thannisandra Main Road, E-mail: royarindam24@gmail.com Bangalore – 560077

# Arindam Roy

Summary:

* 14+ years total experience of working with multi-national companies, delivering value for clients and organizations in BFSI domain by demonstrating strong analytical, problem solving & organizational abilities
* Resourceful at maintaining relationships with Business Teams, Peers & Senior Leaders.
* An effective communicator with good relationship building, analytical & interpersonal skills. Possess a flexible, independent & detail oriented attitude.
* Experience of handling various responsibilities across:

***Business management, Stakeholder management, Resource management, Project management and Governance, Budgeting, Planning and Forecasting and MI Reporting***

career highlights

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| --- | --- |
| **Organization** | **Role Duration** |
|  |  |

AXA Business Services Assistant Manager Sep’14 – Till today

AXA Business Services is a shared service center and 100% owned by AXA Group Subsidiary, which is a French multinational insurance firm engaging in global investment banking, securities, investment management, insurance, and other financial service, offering range of products and services in three major line of business: property-casualty insurance, life & savings and asset management

**Responsibilities:**

Managing a team of 30 highly skilled German language experts to process, create and maintain insurance policies for private and commercial vehicles and household and pets insurance products across Germany. Responsibilities include:

* Manage and support the Budgeting & Forecasting for BAU and new activities
* Working with stakeholders to ensure accurate & timely planning and forecasting of volumes and project headcount requirement
* Setting up of project milestones and ramp up plan for new migrations
* Leading process development, and improvement activities to generate process efficiency
* Leading and monitoring initiatives around ISO, Information Security Management System, Process Risk Assessment, BCP and ensuring compliance for the CoE
  + ISO & ISMS champion for the Business unit
* Working with Internal and external stakeholder on scoping out Service level agreement, defining Standard Operating procedure and working on Contract management
* Leading People Management activities such as objective setting, Midyear Review & Year-end reviews, Spans & layers, critical resource list etc.
* Driving knowledge sharing and trainings for people development
* Managing Governance through regular MIS reporting and discussion with Internal and external Stakeholders
* Handling day to day Operations, Service Delivery Management and monitoring KPIs

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| **Organization** | **Role Duration** |

Thomson Reuters Team Lead Feb’04 – Aug’14

Thomson Reuters is a leading Financial Analysis provider for Investment firms. The Company Fundamentals Team provides analysis of a company’s performance over business cycles and comparison a cross industries and regions.

**Process Description:**

* Providing Standardized & Structured web based financial information to clients
* Financial Information includes Balance Sheet, Income Statement, Cash Flow & Equity & per Share data & notes to financial statements including derivatives and financial instruments
* Annual, Quarterly and other financial reports are analyzed & appropriate information is collected & catered to the clients as per the policies laid down by Thomson Reuters. Some of products include *Worldscope, Thomson one Banker, Thomson Research, EIKON* etc
* Handling Global Client Queries pertaining to the database

**Responsibilities:**

* + Managed a 19 member team working across German speaking and East European countries
  + Maintained client communication and governance
  + Established proactive and effective level of client knowledge ensuring all requirements is met and allow the team build the relationship further
  + Staffing and scheduling for new projects and managing Project delegation
  + Planning trainings to create backups within the team for business continuity
  + Process Improvement and best practice sharing
  + Bringing in efficiency through automation, standardization etc. within the team

ACHIEVEMENTS

* Successfully transitioned Motor New Business and Cancellation processes from AXA Konzern AG & AXA Logistik Services, Germany
* Successfully led the Fundamental Process Migration from Shannon, Ireland
* Led the Process Migration for Securities and Corporate Action Team
* Handled an overseas assignment to train Team in Cardiff, U.K on translations and financial reporting
* Trained the back office team in Gdynia, Poland on translation and financial reporting process and worked as a mentor for any process related queries

Qualifications

Education

* **2017 Masters in Business Administration Sikkim Manipal University**

Major in Finance

* **2002 J.N.U New Delhi New Delhi**

Bachelor of Arts (Honours) – German Studies

* **1998 ISC Sindri, Dhanbad**

* **1996 ICSE CFRI, Dhanbad**

technical Skills

* *Licentiate Certification* from Insurance Institute of India in 2017
* Pursuing the Associate certification
* MS Office and basic to advance MS Excel knowledge
* Good command on Power point presentations
* Basic knowledge of SQL

***Languages Known***

* English – (Full working proficiency)
* German - (Full working proficiency)
* Hindi and Bengali – (Read , Write, Speak)

Personal profile

Date of Birth: 24/11/1980

Gender: Male

Marital Status: Married

Place: Bangalore

**Date: (Arindam Roy)**