SRINATH SUDHAMSU

Strategic professional with planning, roadmap & providing direction on technology selection and evaluation; targeting Sr. level assignments in **Operations| Business Excellence** with an organization of repute

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PROFILE SUMMARY

- **A result-driven professional** offering **nearly 10 years** of diverse experience in leveraging strategic approach for driving **Operations Management, Quality Assurance, Client Relationship Management, Process Improvement.**
- **Demonstrated a strong track record as an Operations Manager** with a decade of experience in the **Banking and FinTech sectors**, effectively managing risk, vendor relations, and logistics.
- **Excelled in risk management**, ensuring robust operational frameworks while optimizing vendor management processes to enhance service delivery and efficiency.
- **Played a pivotal role in business development initiatives,** utilizing deep expertise in operations management to support strategic growth objectives and operational scalability.
- **Capability in leading end-to-end operations, process, people, stakeholder and customer managemen**t, continuous improvement in metrics & SLA, automation, training & performance management.
- **Keen customer centric approach** with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores.
- **Expertise in devising and formulating budgets**, operational initiatives, conducting root-cause analysis and accordingly implementing infra solutions.
- **Introduced automation and achieved defined improvements** & other external strategic demands; identifying capacity limitation, bottlenecks and process problems for taking corrective action.
- **Natural Leader** with cross-cultural management acumen handling diverse workforce and portfolios; successfully led and motivated team towards growth and success in the organization; created a clear & compelling view of future through coaching and execution; groomed the team with technical expertise on various facets as per requirement of the business.

EDUCATION

PGDBS from Manipal University, Bengaluru in 2014

B.Tech. from JNTU, Hyderabad in 2012

CERTIFICATIONS

- o Lean Six Sigma
- o Data Analysis
- o FinTech & Blockchain

CORE COMPETENCIES

Operations Management

Strategic Planning

Business Development

Vendor Management

Risk Management

Quality Assurance & Operations

KPI/ SLA Management

Client/ Stakeholder Engagement

Continues Process Excellence

Team Building & Leadership

WORK EXPERIENCE

Dec'21-Dec'23| Signdesk.com
Sr. Manager Operations

Key Result Areas:

- Directing end-to-end Operations of the organization inclusive of:
  - o Optimizing work flows and associated costs (resource planning and management of OT and FTEs)
  - o Standardizing the processes, maximizing productivity & efficiency
- Monitoring and understanding the process flows to enhance the organizational business and to maintain operational efficiency
- Spearheading the provision of digital stamping solutions to clients, optimizing the platform to facilitate seamless collaboration among clients, vendors, and employees for enhanced service delivery.
- Directing daily operations, including procurement of consignments, risk management, and logistics, ensuring smooth business continuity and operational excellence.
- Developing and maintaining Standard Operating Procedures (SOPs), driving process customization to meet specific business requirements and transforming operations into an error-free model.
- Conducting regular client and vendor meetings, analyzed periodic departmental reports, and provided strategic recommendations to management, including decisions on operational costs and work allocation to team leads.

- Attending comprehensive training sessions for client users, provided ongoing support, monitored tool usage, analyzed metrics, and prepared regular progress reports, maintaining accurate documentation and sharing best practices with internal teams.
- Front-leading IT operations including KPIs, SLA Management, Volumes Management, Headcount & Forecasting.
- Partnering with stakeholders, leaders and target organizations in order to ensure transparency in the business requirements.
- Establishing & implementing high-level strategies, making high-stakes decisions & combating mission-critical business challenges.
- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations; developing competency among the team members.

Mar'19-Dec'21| ICICI Bank Ltd.
Deputy. Manager

Key Result Areas:

- Managed government business operations, including MOCA, MCA21, and GOI Bonds, ensuring compliance and seamless execution while coordinating with the Treasury, branches, and vendors to resolve any issues.
- Assigned and monitored daily tasks across the team, driving team objectives and fostering a collaborative environment to achieve high performance and operational targets.
- Prepared and submitted detailed market analysis reports and daily operational updates to the RBI and Ministry, supporting strategic decision-making at the senior leadership level.
- Conducted monthly review meetings with key stakeholders, providing insights on process development and mentoring new hires to ensure they are well-versed in the process flow and industry standards.

Jun'14-Mar'19| AXIS Bank Ltd.
Asst. Manager

Key Result Areas:

- Orchestrated comprehensive branch operations, including cash management, cheque clearing, and electronic fund transfers (NEFT, RTGS), ensuring seamless banking activities and high operational efficiency.
- Spearheaded customer engagement initiatives, addressing complex queries, managing service requests, and ensuring timely resolution in compliance with AML and KYC regulations.
- Drove business development efforts, expanding the client portfolio, enhancing relationship depth, and achieving business targets through strategic networking and client retention strategies.
- Compiled and analyzed branch MIS reports for submission to the Head Office, facilitating data-driven decision-making and operational optimization across the branch.

🏆 TECHNICAL SKILLS

- **Database**: Oracle SQL
- **Operating Systems:** Windows (Win 7, win 10, win 11), Mac OS
- **Server Operating System:** Windows 2008
- **Application Software**: MS office 16, office 365

PERSONAL DETAILS

Languages: English, Telugu & Hindi