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| |  |  |  | | --- | --- | --- | | **Jagannathan TS**   |  |  | | --- | --- | |  | +91.9845392045  jagants@rediffmail.com | | |  |

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| **ABOUT ME**  Enthusiastic about new challenges, 18 years of experience in working with key stakeholders and liaising between technical and managerial levels. Experience in process auditing and risk assessment, customer Service, process implementation, transaction monitoring, International payments, ability to negotiate terms. Certified in Anti Money Laundering and Sanctions. |

**Skills**

Leadership Interpersonal skills Process implementation

MS-Office Flexibility Coach and mentor

Decision making Quality and Process audit Problem solving

**Work Experience**

**Presently working as freelancer on consultation basis**.

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| March 2016 - February 2019  **Assistant Manager - Cisco Systems Inc. (on Contract)**  Bengaluru, Karnataka  Established Invoice Audit process for WPR to support corporate office and branches. Developed customized audit program to evaluate overall control environment and operating efficiencies. Audited Rs.30 crores worth invoices annually.    **Roles and Responsibilities:**     * Audit process was setup as a pilot batch. Created SOP for the process * Initiated a lead role in the day to day execution of supply audits; * Initiate meetings with audit executives to explain the scope and objectives of the process audit and provide an overview of all steps in the audit process. * Conduct audit closure meetings with branches, obtain clear explanations for identified issues and submit audit reports to SDM and Internal Audit Head. * Meeting with concerned departments for investigation of observations * Effectively communicate recommendations to the respective departments for improvement based on the audit findings. Monthly performance report * Contribute to the Internal Audit (IA) function by identifying risks associated with business objectives and incorporating the controls in place to mitigate those risks in order to improve the effectiveness.     **Training**     * Imparting process knowledge and training to the team members     **Achievements**     * Detected fraud of Rs6 lakhs from a vendor. * Identified irregularities in Goods supplied and Invoices. * Saved Rs.11 lakh for Café team. |
| May 2003 - February 2016  **Customer Service Executive**  **HSBC Electronic Data Processing India Pvt. Ltd.**  Bengaluru, Karnataka  I was part of the pilot batch in Transaction monitoring and International Payments, part of migration team. Migrated processes, mentored process knowledge to new team members, handled the team in the absence of Assistant Manager. AML was part of Transaction monitoring and International Payments.  International Payments – The process deals with inward and outward remittances in international currencies across the globe using SWIFT messaging services. Worked in an environment that had high risk items being processed. Quality checked the payment transactions for currency, amount and reason. A small error could lead to operational, financial and reputational loss.    **Roles and Responsibilities:**     * Creating and providing process manuals to the team members. * Backup to the Assistant Manager. * Planning and organizing work on day to day basis. * To make sure that Audit requirements of the Organization are not violated * Interaction with Business Area for handling Queries and solving process related issues for the team members     **Achievements**     * 5 processes migrated to Colombo successfully. * Improved 100% quality for a process.     **Training & Quality Audits:**     * Member of the Quality Team for Internal Audit. * Preparation of Quality Track Sheet Manual * Training new inductees into the Processing team.     **Reporting:**     * Maintenance of the Leave Trackers for the entire team of Staff members * Cascading procedural updates * To conduct Team-meets on a regular basis. * Created a database that acts as a Ready Reckoner for any process related queries. * Created and maintained Personal files for the team. |
| June 2002 - April 2003  **Senior Marketing Executive**  **ADDR.com**  Bengaluru, Karnataka  To send emails marketing web development and hosting services exclusively to European and USA customers. The job profile was to research portals and find out individual and company websites, go through the same and send customized letters according to that particular website. Allocated work and did quality checks on the work done by the junior executives. Made reports on day’s work and reporting the same to the Senior Management. |
| January 2000 - January 2002  **Marketing Executive**  Sunita Global Ltd.  Bengaluru, Karnataka  Marketing web development and hosting solutions in Bangalore. Researched and improved the hosting solution plans thereby reducing the cost for the customers. Presented web solutions, initiated and follow up for new businesses and payments. Coordinated with technical and administrative Departments and provided feedback. |

**Certifications**

* Antimoney Laundering and Sanctions from International Compliance Association

**Personal Details**

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| Birthday:  Qualification: | August 29, 1974  Master of Arts (English) |  |  |

Languages known: English, Kannada, Tamil and Hindi

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| **Address:** | 1219/2639, 34th Cross, 28th Main, 4th T Block,  Jayanagar, Bengaluru - 560041 |