

APRAJITA SINHA

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HIGH-PERFORMANCE MANAGEMENT PROFESSIONAL / TEAM LEADER

- **Thought Leader and Transforming Team Leader with career advancements of over 11 years** in strategizing tactics to empower the employees with the knowledge and skills needed to succeed in their roles, unlock potential, drive productivity and achieve business outcomes. A distinction in designing and leading training & development strategy, initiatives, and policies to meet current and changing business requirements and leading training & development lifecycle.
- **Builder of high-performance teams**, repeatedly successfully driving business results through a team approach. Skilled in identifying and nurturing the strengths of individuals while creating a unified and cooperative culture that enables teams to work collaboratively and achieve the targeted objective.
- **Leveraged prowess, and perspective** in driving positive, change, growth, and business success by building and leading cohesive, accountable team-oriented organizations that draw upon individual talents while inspiring top performance and cultivating the next generation of leadership.
- **A transformational leader with a distinguished history** of achievements piloting operations to the next level, producing efficiency while leading operations, augmenting the customer's satisfaction, ensuring business process enhancement, curtailing the attrition rate, and prioritizing the customer's concerns & queries to slash down the escalations.

Expertise in: Strategy Development || Training and Development || Retail & Investment Management || Transaction Monitoring || KYC & AML Analysis || Client Relationship Management || Project Management || Service Delivery || Operational Excellence || Process Enhancement || Team Building & Leadership

EMPLOYMENT OUTLINE

Since May 2016: Tata Consultancy Services, Pune

Career Elevation:

Since Jul 2019: Team Leader

May 2016 – Jun 2019: Senior Analyst

Key Deliverables:

Team Leader

- Managing the day-to-day line activities, prioritizing and making risk/impact assessments within existing processes and procedures toward achieving SLAs. Ensuring training and development plans are maintained for all team members.
- Managing the fair and consistent application of performance management and disciplinary measures as necessary
- Staying up-to-date with any industry changes affecting the business and relaying this knowledge back to the team
- Setting up the overall vision and strategic plan focusing on leading a positive customer experience and driving growth through gross renewals and net retention improvements.
- Shouldering the entire responsibility of spearheading the portfolio of the quality assurance groups with a span of 20 FTE for UK insurance clients(Life, Pensions, and Investments).Preparing and providing timely feedback and coaching on ongoing individual development planning, performance, and performance appraisals.
- Supporting the decision-making by providing the weekly/ monthly MIS reports (process/productivity) to the management.
- Devising and delivering employee and team performance feedback to the supervisor and manager (360-degree feedback).
- Turning around under-producing individuals into teams that work efficiently and exceed all expectations.
- Fostered a customer-service-oriented approach within the team to elevate customer satisfaction, enhance the experience, and build robust relationships. Handling a diverse workforce and collaborating with cross-functional teams to prevent discrepancies, solve complex problems, and produce quality deliverables.
- Interacting extensively with all levels of teams regarding operations, productivity, and performance issues.
- Innovating the human capital, including direct reports and wider teams, by building performance, talent, and future capabilities.

Subject Matter Expert

- Steered an array of activities, such as maintaining documents (SOP), reports (Skill metrics), and reviewing the team performance while acting as the Subject Matter Expert & Quality Expert.
- Interfaced with onshore counterparts related to quality processing and rendered training to new joiners.
- Meticulously led the team in the absence of the TL.

Senior Analyst

- Entrusted with the overall accountability of reviewing and scrutinizing the alert for potential money laundering risks in Banks by determining the high-risk accounts from information received and determining whether the activity seems legitimate by applying various AML regulations.
- Supported low and high-risk clients and sanctions screening and PEP'S identification as per SOP by executing the CCD and

EDD. Identified the client risk profile by reviewing the client data, documentation, and negative news.

- Played a significant role in carrying out the required KYC screenings on customers documenting the information obtained on clients required as per global KYC procedure utilizing various applications.
- Steered efforts in handling a multitude of activities, such as:
 - Payment of transfer claims on corporate pension contracts and individual contracts
 - Surrenders & Transfers of Mutual Funds products
 - Fund switch requests and life styling of policies
 - Premium case requests
 - Change of payment and bank details
 - Amendment of personal details of policyholders
- Administered multiple requests, such as policy information for the policyholders and quotations for the policies, and issued the same to the requestor.

Key Achievements:

- Delivered a performance beyond expectation during the COVID times.
- Accredited with the Star Performer Award.

May 2012 – Feb 2016

ICICI Bank Ltd, Pune as Deputy Manager

Key Deliverables:

- Entrusted with the overall accountability of undertaking proper checks and balance-matching routine banking transactions to ensure internal control at the branch while achieving customer satisfaction, the first level of scrutiny and authenticating of KYC, and signing AOF for KYC Compliance of every opened account and deposit.
- Actively delivered assistance to the central anti-money laundering Monitoring Unit after completing required due diligence at the branch level of the suspected accounts timely.
- Held accountable for working on the Finacle software to handle the bank operations.
- Addressed and rectified the escalations/services issues by associating with the branch operations.
- Oversaw and supervised the portfolio performance of clients as per the banking regulatory guidelines.
- Studied the periodic KYC checks for different banking products like accounts, assets, mutual funds, etc.
- Maintained a satisfactory audit rating of the branch.
- Reviewed and confirmed all the branch registers related to cash and loans monthly.

Key Achievements:

- Bestowed as the Top performer in the region for CreditCard.

Feb 2011 – Jul 2011

Gallagher Offshore Support Services Pvt Ltd, Pune as Process Associate

Key Deliverables:

- Entrusted with the overall accountability of scheduling and undertaking the audits for the claims related to the Worker's compensation commission for the clients of the U.S.A.
- Issued claim numbers for the new cases assigned to the teams by initiating and leading pilot projects.

ACADEMIC CREDENTIALS

- **MBA (Human Resources)** from Narsee Monjee Institute of Management Studies, Mumbai, in 2019.
- **MBA (Banking and Finance)** from Manipal University, Bangalore, in 2012.
- **B.E. Chemical** from Bharati Vidyapeeth University, Pune, in 2010.

Certifications:

- Six Sigma Green Belt – Resource Management
- Agile Scrum Master
- Lean Management
- Project Management
- KYC & AML – IIFB
- Credit & Risk Management
- Business Analytics

Technical Proficiency:

- MS Office (Word, PowerPoint Excel)
- Internet Explorer

PERSONAL DOSSIER

Date of birth: 16th September 1987 | **Nationality:** Indian | **Languages Purview:** English and Hindi