

DIVYA SUNIL

Project Management
Transition Management
Knowledge Management



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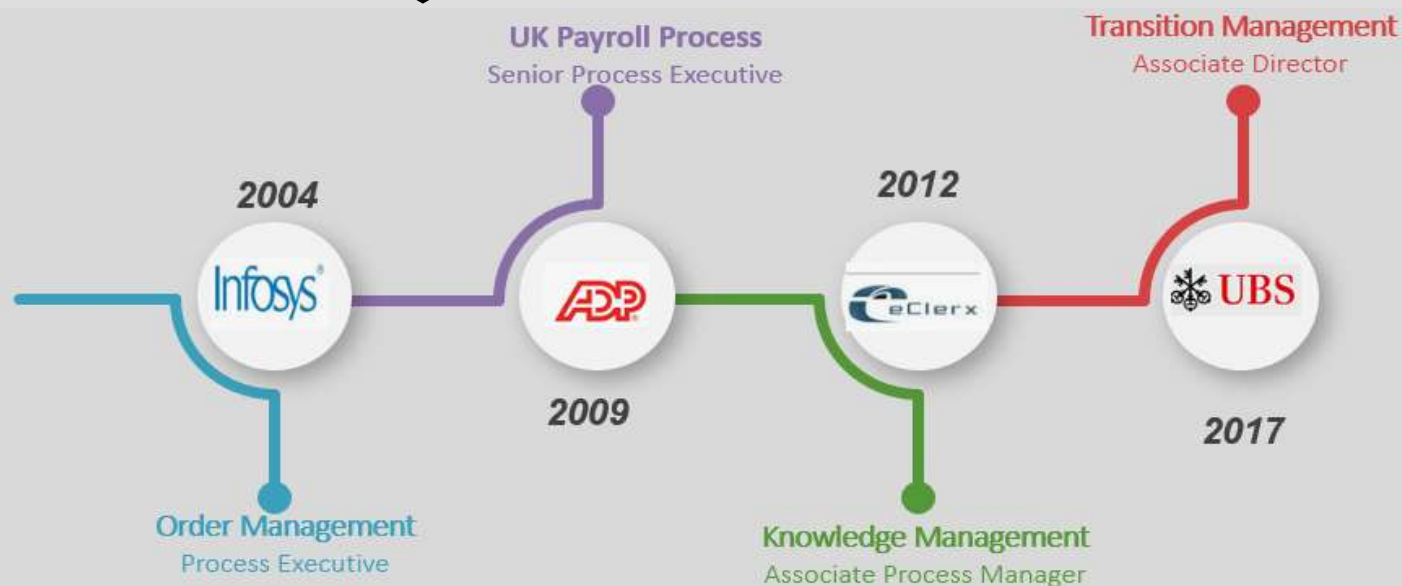
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Near Ranka Jewelers, Chinchwad, Pune 411019

Highly organized, flexible & result oriented professional with attention to detail possessing 15+ years of experience in various profiles ranging from Transitions Management, Knowledge Management, Vendor Management, Data Management and Operations. Skilled to collaborate well with senior management (Principal, MD) and engage in executing the key strategic deliverables - Risk Management, Project Management, RPA, Process Optimization, Resource Planning.

CAREER EXPERIENCE



EXPERTISE



Process Improvement	Payroll Calculations & Tracking	Skill Mapping	Program Management
Process Documentation	Reporting Deviations	Transition Support	Project Advisor
Escalation Management	End of Year Activities	Process Improvements	Outsourcing Execution
Team Management	Stakeholder Management	Compliance Adherence	Vendor Management

ROLES & RESPONSIBILITIES



UBS – Associate Director (Jan' 2017 - Present)

- Responsible for mobilizing roles leveraging the Project Management framework within the outsourcing space for Group Finance domain.
- Supporting & executing varied type of projects as one show stop for outsourcing, nearshoring & application delivery for Operations
- Collaborating with Business Project Manager in all aspects of the Transition lifecycle to identify, maintain and monitor key risks, issues and actions.
- Produce relevant meeting materials as required i.e. agendas, plans, models, project documents, presentations and proposals, in support of the Program
- Identify business opportunities to increase usability and profitability of information architecture
- Exposure to senior leadership forums presenting the governance and change enablement to drive efficiencies
- Executing the project within the framework requisites & thereby mitigating the risk of offshoring aligned to location selection, space management, commercials, benefit realization BCP, hiring
- Opportunity Assessment in identifying the pipeline & restructuring budget available to accommodate the opportunities
- Partner with Technology to ensure that scope and implementation status are captured, endorsed and monitored
- Responsible for managing vendor team within IT application delivery supporting RPA/ Digital Transformation initiatives
- Conduct risk assessment for data and applications in scope for transition to India and ensuring tight governance in-line with regulatory requirements and Bank's policies
- Post on-boarding activities and clean handover to local management ensuring stability

eClerx – Associate Process Manager (Feb' 2012 – Dec' 2016)

- Managing a team of 8 trainers and support KM enhancements ensuring compliance with ADAPT framework for new processes/ deliveries
- Liaising with function/ operations to finalize the skill set required to drive the process qualitatively.
- Supported transitions focusing on the knowledge requirements via mandate accreditations of the teams to ensure desired quality & achieve customer delight for certifying the new processes/ teams
- Conceptualized and automated start to end training nomination procedure which saved efforts of approx. 4 FTEs and eased the nominations process for operations impacting 200+ Manager population.
- Perform RCA on the change management events logged by operations to outline the risk mitigation & Go to Green plan for incorrectly addresses request

- Responsible for process documents clarity & knowledge testing of the aligned Program eliminating the barriers to accuracy, productivity & quality of process deliverables
- Testing the training skills of the team to ensure training quality for the new resources to comprehend the basic financial products in the market easing their BAU

ADP – Senior Process Executive (Jan’ 2009 – Feb’ 2012)

- Responsible for UK payroll process to import employee level information from client’s legacy system to ADP’s in-house application
- Reconcile the client legacy output vis-à-vis ADP systems
- Ensure timely completion of allocated payrolls within the agreed SLAs with highest data accuracy
- Generate various reports for future reference and ensured diligent data management for critical and complex payroll data for previous pay periods
- Reconciliation of pay rates of the employees for the current and last pay period
- Reviewing company level information which was used as a reference or guide for the payroll
- Analyzing the difference between 2 payroll cycles by application of logical reasoning and reporting the same to the PS in UK
- Responsible for SOY and EOY activities

Infosys – Senior Process Executive (Jun’ 2004 – Jun’ 2008)

- Engaged with the client during transition for creation of SOP, SQP and handled all the process level documentation
- Identified scope of automation and developed tool for process across all engagement areas
- Working as a SME and mentor for NJs by conducted process trainings for 15+ batches until go-live
- Identified scope of automation and developed tool for process across all engagement areas
- Performed audits for compliance against SOX and ISO requirements
- Actively involved in UAT and new systems/application functionality testing
- Provide RCA for escalations and the customer sat bingo scores on a weekly basis

EDUCATION

2010	Master in Personnel Management	IBMR, Pune University
2006	Master of Commerce	Pune University
2004	Bachelors of Commerce	MUCC, Pune University