

Mounica Devi Egalapati

To be an astute leader being my primary goal, I have always driven my career in learning and emulating myself to be better than what I was yesterday. At the same time to work towards growth and success of the organization by putting the best of my skills and abilities. The following are the few things that could give brief information about my career in the past and what I can offer for this organization.

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EXPERIENCE

Wells Fargo Private Limited, Hyderabad **Operations Lead, Card & Merchant Service (CMS).**

Oct 2022 - PRESENT

- Act as backup to the Manager and SME of the process.
- Allocate work to the team and ensure the assigned volumes/ responsibilities/ deliverables are processed and completed before turnaround time.
- Prepare the process metrics i.e., Production, Quality, SLA's, and Utilization reports (KPI) Also report the team's performance to the Leaders on Daily, Weekly and Monthly basis.
- Review the progress of the process and identify continues improvement projects.
- Working on Ideas projects with Onsite which helps in dollar saving and reduction of procedural steps.
- Prepare Weekly, Monthly, and Performance level dashboards and participate in Dashboard calls with Onsite and Offsite Leaders.
- Prepared a Standard training plan for new hires which cover Org. policies, WFH guidelines, Functional & practical process overview, PKT, OJT , Go-Live, Ramp-up, Certification and BAU. And the same was approved by Offsite leadership team.
- Initiated Process overview sessions and Quiz on a weekly basis to enhance the knowledge on the process, also share the process updates if any.
- Ensure Ad-hoc requests are addressed on priority(Requests from EO/Onsite team)
- Analyze the patterns/ trends and come with a forecast of volumes and FTE requirements.
- Analyze the TMs performance, conducted re-baseline and came up with new targets and AHT's in the process.
- Part of Quality control - Audit the worked accounts/ cases of TMs before approving them and provide feedback to the TMs.
- Performed Access Management activity, reviewed and revoked the accesses which are not needed across the team.
- Part of Risk Management team - Conduct random Risk audits across CMS on weekly basis and provide feedback if needed. Also provide all the artifacts of the process to the Leadership team to analyze the risk associated with the process and come up with improvement plans
- Coordinate with Onsite with respect to Ideas, Application access/ issues, Disputing the errors, Process updates, Procedures/ SOP changes by identifying the gaps in the process.
- Assisting the team with the process related queries and guiding them with technical challenges/ issues whenever required.

SKILLS

1. Well knowledgeable in MS Office (Excel, Word and PowerPoint)
2. Well versed with MIS reporting, Dashboards (Metrics & Performance) and Ideas Implementation
3. Decision making & Problem solving skills
4. Knowledge on System Access Matrix (SAM) and Escalation matrix
5. Ability to analyze financial statements
6. Good at Training, Coaching and Mentoring new hires and existing TMs
7. Good with Communication skills and Interpersonal skills
8. Self starter and self motivated with "Can do" attitude
9. Ability to work in a team and as an Individual
10. Ability to multitask with excellent results

AWARDS

1. Achieved "**Manager Spotlight Award**" for playing a key role in the smooth run of the process in 2023.
2. Appreciation from Onsite and the Offsite Leaders for Key deliverables during process related calls and Process Improvement plans in 2022.

Wells Fargo Private Limited, Hyderabad
Senior Operations Processor, Card & Merchant Services (CMS).

Mar 2021 - Sept 2022

- Service monetary and non-monetary functions and processes for accounts that reside on Fiserv (First data resource (FDR)) such as Correcting payments, Automatic payment enroll/ Modify, Account Maintenance, Refunding excess amount on the credit card etc.
- Based on my performance in processing, Management gave me an opportunity to be an SME and Trainer for the process.
- Supported the new hires from training through BAU until the team members are comfortable handling the work on their own and conducting refreshment sessions if needed.
- Performed RCCA (Root Cause Corrective Analysis) and conducted error sessions on a monthly basis.
- Ensuring the productivity, Quality and TAT are maintained in the process through analyzing the volume pattern and working on the reports.
- Participated in Onsite calls for process updates, Also prepared the Process maps and Checklist for the process.
- Helped the team members to reach their Production and Quality targets, Cross trained them in multiple queues and extended my support beyond my work hours whenever required, Also supported the TMs to reduce the error count by conducting internal audit.

Wells Fargo Private Limited, Hyderabad
Associate Processor & Operations Processor, Retail Core Operations(RCO)

Dec 2017 - Feb 2021

- Function is to rectify the errors that occur while processing checks through Enterprise Deposits, Exceptions and Returns that are received from other financial institutions and Wells Fargo bank.
- Perform research and resolution of check processing errors due to keying of data by the teller or scanning of checks by ATM, eDC etc.
- Perform research and resolution of Bank-to-Bank transaction errors, Wholesale customer adjustments, Deposit disputes and Missing work.
- Analyzed the transactions of Debit and credit amount made by organization to the Customer and Bank.
- Suggested workflow changes and get those implemented with US counterparts.
- Analyzed and prepared presentation on the count of transfer reasons before and after implementation of the new changes to workflows.
- Prepared Attendance trackers and Minutes of meetings.

EDUCATION

Post Graduation (2015 – 2017): Badruka Institute of Management Studies
with Finance Specialization

Degree (2012 – 2015): Pratibha Degree College,
Specialization: B.com (General)

3. Achieved **“Gold coin” and “WAC Award”** for incredible performance through Q4 2020 to Q4 2021.

4. Achieved **“Champion Awards”** and **“Top performer awards”** for best performance in 2018, 2019 & 2020.

5. Recognized for **“Zero errors”** throughout 2020.

6. Appreciation from LOB for maintaining 100% quality and for **“No customer impacted”** errors.

7. Participated in **“Train the Trainer”** program and certified for the same.

ORGANIZATION ACTIVITIES

1. Part of People Engagement Team in CMS: Organized “Rewards & Recognitions” in 2022. “Long Service Awards” and “All Hands Meet” in 2023.

2. Active participation in Sparsh Activities and Fund raising events.

3. Participation in 10K Run, Women’s day celebrations and Sports events (Gully cricket and Kho Kho)

LANGUAGES

Telugu, Hindi, English