

# ANAGHA S

## SENIOR TESTER

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### PROFESSIONAL EXPERTISE

Experienced and versatile professional with a successful track record over the past 7 and a half years in various industries, including event management, sales, finance and operation, IT support (LO), incident management, and KYC. Skilled in operations and project management, strategic planning, team leadership, and stakeholder engagement. Possesses exceptional analytical abilities, effective communication skills, and a strong dedication to achieving organizational goals. Committed to delivering excellence and adding value to the overall performance and growth of the company.

### WORK PORTFOLIO

#### Senior Tester

##### HSBC Global Banking and Markets:

**Sep-2020 to Oct-2022**

- Highly skilled in efficiently resolving Jira tickets, ensuring timely and effective solutions.
- Proactively identify and implement process improvements to streamline workflows and enhance ticket resolution and admin support processes.
- Extensive experience in diagnosing and troubleshooting complex technical issues, swiftly resolving blockers post-application testing release.
- Provide comprehensive training and guidance on incident reporting, Jira, and Service Now, ensuring user proficiency.
- Proficient in delivering exceptional customer satisfaction through prompt and effective business resolutions.
- Adept at providing comprehensive admin support for Service Now and all KYC applications, managing approvals and configurations.
- Effective communicator and collaborator, building strong relationships with cross-functional teams and stakeholders.
- Expertise in extracting MI reports, Apollo logs, and data insights for informed decision-making and governance representation.
- Specialization in problem records and Change Request triage for timely incident resolution.
- Develop knowledge-based articles addressing common technical issues, promoting efficiency in IT support.
- Subject Matter Expert in Incident Management, continuously enhancing resolution processes to minimize business impact.

#### KYC Associate

##### HSBC Global Banking and Markets:

**Mar-2018 to Aug-2020**

Results-driven and experienced KYC Associate with a strong background in working with major markets, including financial institutions, private companies, hedge funds, Special Purpose Vehicles (SPVs), government state bodies, foundations, trusts, and more. Known for delivering top-class quality in End to End profile drafting and possessing analytical skills in a wide variety of document types. Skilled in conducting due diligence on customers, assessing risks, and implementing robust controls to mitigate the potential for money laundering, fraud, and terrorist financing activities. Proactive and business-oriented, with a strong understanding of KYC, AML and other relevant regulatory frameworks. Demonstrated expertise in analyzing complex information, identifying patterns or red flags, and applying customer due diligence and risk assessment methodologies. Proficient in using KYC and AML software tools and databases to ensure compliance and enhance efficiency. I have been instrumental in implementing and managing an Operation and Production Excellence dashboard. Effective in collaborating with internal stakeholders, such as compliance, legal, and business teams, to gather information, address concerns, and ensure smooth renewal processes. Excellent attention to detail, strong communication and interpersonal skills, and sound judgment in making compliance-driven decisions in a fast-paced environment.

## Administrator

**May-2017 to Feb-2018**

### Inferno Event Management:

Dedicated and detail-oriented Administrator with experience in the event management industry. Proven ability to support the operational and administrative functions of an event management firm, ensuring the successful execution of events. Skilled in coordinating logistics, registrations, managing administrative tasks, and providing exceptional client service. Proficient in vendor management, documentation, budget tracking, and database management. Adept at working in a fast-paced environment, multitasking, and collaborating with cross-functional teams. Committed to maintaining high standards of professionalism and delivering outstanding results.

## Management Trainee

**Aug-2015 to April-2017**

### Indiabulls Housing finance limited:

During my tenure, I have gained valuable experience in handling the entire end-to-end process, from file login to disbursement, in the realm of home loan and mortgage loan operations. My focus has been on ensuring seamless technical valuation and legal clearance procedures, which has contributed to the smooth execution of projects. Coordinating with vendors has been a key aspect of my role, and I take pride in building strong collaborations with them. Additionally, I have been responsible for the accurate preparation of vendor bills, streamlining financial transactions. As part of my responsibilities, I have successfully sold home loan and mortgage loan products to clients and effectively cross-sold insurance offerings. Conducting product training sessions for channel partners has been a rewarding aspect, enabling them to better promote our financial products. Emplacing channel business partners has also been an integral part of my responsibilities, contributing to the growth and success of the business.

## SKILLS

- Project Management
- Problem Solving
- Incident and Investigation Management
- Risk Management
- Leadership and Business Planning
- Customer Relationship Management (CRM)
- Finance and Operations
- Sales and Marketing
- Administration Management
- Negotiation Skills
- Communication Skills

Aug 2013  
TO  
May/June  
2015

Aug 2010  
TO  
May  
2013

Nov 2014  
TO  
June  
2015

## ACADEMIC BACKGROUND

### Master of Business Administration

#### RAMIAH INSTITUTE OF MANAGEMENT SCIENCES

Affiliated with University of Mysore, and Concentration with specialization courses in Marketing Course. (Served as Vice President and Treasurer of Student Council.)

### Bachelor of Business Management

#### CITY COLLEGE

Affiliated with Bangalore University, and Concentration with specialization Course in Marketing, Course (Served as President of Cultural Committee.)

### Internship Training

#### INFERNO EVENT MANAGEMENT

Final Year MBA Assignment

Inferno is an event management organization that arranges events of all sorts to cater to all demographics including office events, private Events, family events, outdoor activities and events, etc.

## CERTIFICATION

### Project Management:

Master project Management-  
PMP/PMI  
Instructor: Chris Croft  
Platform: Udemy

### Advanced Lean Six Sigma Yellow belt:

Instructor: Mr.Dhiresb Patil (Co-  
Founder & CEO) Sparen & Gewinn  
Consulting.