DIANA GRACE J

Jayanth Heights Apartment, House No. 8/2, Ground Floor Flat No. 003, 4th Cross, Subbayyanapalya 80 feet road,

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CAREER OBJECTIVE

PROFESSIONAL SUMMARY

CORE ACCOMPLISHMENTS

- ⇒ My VISION To be an active member of a Constructive Team
- ⇒ Determination, Dedication and Desire are the three Guides for my Vision
- ⇒ Hard Work is my Means and Mission
- ⇒ Innovation and Continuous Learning as Tools for Mutual Benefit
- ❖ A dynamic, self-motivated and result oriented professional with experience of over 16 years of across strategy planning and organizational development; lastly spearheading as Invoice Processing Analyst / J.P.Morgan Chase.
- Experienced business process analyst with proven track record of leading major projects. Implemented organization-wide standardization of invoicing systems. Managed launch of streamlined payment systems, increasing productivity and customer satisfaction. Proficient at identifying user needs and finding optimal solutions. Effective team leader who excels in motivating and organizing team for optimal performance. Track record of coming up with innovative solutions to reduce costs, streamline operations, and improve security. Expert at identifying existing and potential problems and working to eliminate them.
- Critical thinking
- Maintaining confidentiality
- Quality control
- Distribution

- Organizational skills
- > Troubleshooting
- > Statistical analysis
- Verbal/virtual communication

J.P. MORGAN June 2019 to 30-July-2023 Designation: Invoice Processing - Analyst

Roles & Responsibilities:

- Maintain SLA of 10 days for Invoice processing and timely completion of CO related requests. Adhere to SLA prescribed for each of the activities.
- Timely processing and follow up of EPD invoices and maintain capture rate of 85% (0 controllable misses on EPD)
- Maintain team quality at 99%
- Contribute towards expense reduction of \$4mm
- Timely creation and circulation of process reports
- Ensure maker checker process is followed for all applicable activities with 100% accuracy
- Complete SOP/process document on bi-annual basis, update SOPs timely and create new process documents as applicable. Maintain quality of work with minimal escalations
- Ensure all queries are addressed within same day and resolved timely
- Explore opportunities to improve/enhance the current workflow, tools, process
- Support and strengthen Invoice processing standardization effort
- Support efforts to streamline the process to reduce processing time
- Support successful onboarding and smooth transition of new business
- Drive/support efforts to reduce mailbox volume
- Gain End to End process knowledge

WORK EXPERIENCE

- Complete required hours of skill development training excluding mandatory & process training
- Active participation in GF&BM, CCB or Firm wide activities
- Develop a culture of ownership and accountability for timely deliverables and qualitative work
- Ensure 100% DA Greenbelt certification

J.P. MORGAN Mar 2017 to Dec 2018 Designation:

Senior Executive Assistant to Managing Director, Executive Directors, and Vice Presidents

Roles & Responsibilities:

- Maintain complex and detailed calendars for multiple senior stakeholders
- Screen incoming calls and determine the level of priority, while using caution in dispensing information
- Seamlessly manage the coordination and logistics of both internal and external meetings
- Arrange and coordinate complicated domestic and international travel
- Organize all aspects for offsite conferences and external events, including catering and transportation
- Process invoices and T&E expense claims for team members. Ensure all policies are followed and items are processed within provided guidelines. Act as a subject matter expert for policies and procedures
- Assist with staff on-boarding and off-boarding, which includes requesting equipment setup and system access
- Maintain current organizational charts and Executive Bio's
- Handle regular activities without prompting, and advise in advance with issues or delays
- Be a liaison point for the broader teams on administrative requirements especially with support functions like GTI, GRE, Central Control functions etc.
- Have an ability to support the Business management team/s in consolidation/management
 of non-BAU, confidential data sets that will be critical for organization level decision making
- Assist in editing spreadsheets and presentations, including printing and binding, for client meetings
- Work cooperatively with the administrative assistant's team, in positive partnership to support each other smoothly

M/s BaghirathiGroup Feb 2014 to Oct 2015

(Baghirathi Travel Solutions Pvt Ltd & Baghirathi School Fleet Management Pvt Ltd)

Designation: Sr. Executive HR and Admin

J.P. MORGAN

On payroll of Jones Lang LaSalle Feb 2010 to Jan 2014

Designation:Sr. Helpdesk Executive

On payroll of Cushman & Wakefield Aug 2009 to Jan 2010

Designation: Helpdesk Executive

Achievements:

- ✓ Promoted as a Sr. Help Desk Executive with a responsibility to manage 6 team members.
- ✓ Achieved 97% plus average ONTIME ARRIVALS (All logins) inspire of Chaotic traffic conditions. Successfully Implemented automated software for Transport Rostering Software also known as TRS.
- ✓ Rewarded as the Highest Potential Executive in the Help Desk Team for answering maximum number of calls.

Education:

- ⇒ Bachelor of commerce in Computer Science Bangalore University
- ⇒ XII STD (PUC) in Bishop Cotton Women's Christian College Bangalore University
- ⇒ X STD in Mithralaya Girls High School

Extra Curricular Activities:

- Active participant in National Service Scheme (NSS).
- Participated in management fests in Various Colleges.
- Participated many HRD programmes and seminars conducted in colleges for Campus recruitment.

Personal Details:

- Date of Birth: 22nd September 1984
- Marital Status: Married
- Languages Known: English, Tamil, and Kannada
- Hobbies: Gardening, Listening to Music, Cooking