**Gana M M** E-mail: [ganamm1989@gmail.com](mailto:ganamm1989@gmail.com) No.3, Sharadha Nivas Mobile no: 9035185393 Anjaneya Layout, Thindlu

Vidyaranyapura, Bangalore

## OBJECTIVE:

To work in globally competitive environment on challenging assignments where I can effectively contribute my skills and abilities that shall yield the twin benefits of the job satisfaction and a steady paced professional growth.

## Work Experience

**Company - INFOSYS BPO LTD**

Designation : Process Executive Process : Financial Data Provider

Domain : Banking and Capital Market Duration : 14 months

## Company - IBM

Designation : Process Executive Process : Lloyds Bank

Domain : Banking and Capital Market Duration : 13 months

Place : Bangalore

## Company - FIDELITY INVESTMENTS

Designation : Specialist DB, QA Analyst, Senior Specialist (Implementation 401K)

Process : Defined Benefits, Defined Contribution (Money in, Money out

. and Communication Operation) Content Communication

Duration : 10 years (2.5yrs in Defined Benefit & 7.5yrs in Defined Contribution) Place : Bangalore

## JOB PROFILE AND RESPONSIBILITIES IN FIDELITY AS SENIOR PROCESS

**SPECIALIST (Implementation 401K): from April 2022 to June 2023**

* Project management skills - Manage multiple priorities in workload in a higher volume environment
* Client onboarding process.
* Setting-up 401K Plan rules as per information provided by client.
* Setting up client integrations with various 401K provider.
* Assist with various operational tasks to scale the implementation operations.
* Build and maintain an excellent business relationship with the Internal and external partners
* Effectively manage client priorities/escalations
* Assume complete ownership of day-to-day operations.

## JOB PROFILE AND RESPONSIBILITIES IN FIDELITY AS ANALYST-QUALITY ASSURANCE FOR DEFINED CONTRIBUTION: April 2015 to March 2022

This is a centralized quality control unit, encompassing DC Quality Control, Money-in, Money out Control and Communication Operations with the intent of performing Quality Control (QC) to support transaction processing to reduce errors and risks to Fidelity, plan sponsors and participants based on set of our pre-disclosed procedure.

# Roles and Responsibility:

* Perform a QC review on work items that are sent to the QC queue using the sampling rules, including targeted sample and random sample items.
* Limit risk to Fidelity Investments by performing complete and accurate QC reviews on work items.
* Analyze the QC errors, including reviewing for:
  + Trending
  + Frequent failures
  + High-risk items
* Properly use and maintain the QC database that:
  + Allows for accurate reporting and trending
  + Provides valuable feedback to managers and associates
  + Allows for tracking common fail areas within the processing teams
  + Allows the QC team to provide accurate daily and weekly reports
* Coordinate with production teams on training and documentation updates.
* Create standard and ad hoc requests that focus on analysis, trending, and reporting.

***Added Responsibilities:***

* Train all new partners on the end-to-end process.
* Provide support to the team at the time of issues faced during production.
* Ensuring all procedures are documented and regularly updated and conducting huddles.
* Initiated cross training between the sub processes.
* Help management in preparing Inventory Report.
* Daily triaging of inventory and handling escalation.
* Motivate & encourage the team members to improve quality & performance.

# Kind of transaction in Money –in:

Rollover check processing, Transfer check processing, Co-exchange TOA processing, Loan check processing,

Contribution processing: Implementation, payroll, TEM contribution, batch lever processing and participant level processing, negative batch processing.

**Kinds of transaction In Money out:** Hardship processing and plan to plan transfer processing, general loan out processing and Full and partial pay out processing.

**Communication operation:** Lit hub setup, order creation, statement to statement, Multi- channel, and Adhoc Email.

## JOB PROFILE AND RESPONSIBILITIES IN FIDELITY AS SPECIALIST FOR DEFINED BENEFIT: March 2013 to April 2015

* Research, Verify, Model and Project customer’s retirement benefits based on their vesting service.
* Calculating and modeling the benefit details of surviving beneficiaries in case of participant death.
* Performs special calculations to determine vesting utilizing per diem hours and leave hours and assists in researching and correcting other benefit and vesting issues, dispute resolution and general inquiries.
* Investigated discrepancies, overpayment, underpayment and prepared resolution reports required for process improvement.
* Coordinate with production teams on training and documentation updates.
* Conducting Training for new joiners, and keep updating them about new updates.

## JOB PROFILE AND RESPONSIBILITIES IN IBM

* Cross trained for two Sub Processes FTD (Fixed Term Deposit) and Indexing.
* In FTD Checking the maturity details of the Customer accounts (Fixed Deposit, Current Deposits).
* Interacting with Lloyd Bank Customers to inform about maturity details and interest rate.
* In INDEXING receiving complaints about Loan, Insurance, and Mortgage.
* Checking for the Customer complaints, reason for the inconvenience caused.
* Communicating with clients regarding the complaints.
* Working for specific customer accounts on day-to-day TAT.

## JOB PROFILE AND RESPONSIBILITIES IN INFOSYS:

* Worked in Bloomberg Process for various vendors across the world.
* Validating the financial statements of various vendors
* Process the Vendors orders using the Standard Codes according to current market rate as per NSE and BSE.
* Generating weekly and Monthly Reports for the managers.

## ACADEMIC QUALIFICATION:

|  |  |  |
| --- | --- | --- |
| **EXAMINATION** | **SCHOOL / COLLEGE** | **YEAR OF PASSING** |
| MBA (Finance) | SCDL, Bangalore | 2014 |
| B.Com | Cauvery College, Virajpet | 2009 |
| PUC (Commerce) | Kavery Women’s College, Virajpet | 2006 |
| SSLC | Lions High School | 2004 |

**TECHNICAL SKILLS:**

**Computer basics:** MS word, MS Office, MS PowerPoint, and MS Outlook, MS Excel .

. TALLY 9.0

## Other Skills:

* Can work systematically and analytically.
* Can work under pressure of Schedules
* Willingness to learn and accept challenging responsibilities
* Financial Analysis, Customer Service Skill, Multitasking Skill

**Training :** Attended trainingsbased on analytical skills**,**

Completed QLC training Bronze level Planning and organizing, Milestone etc., Cleared T100 exam (Banking) part 1 and 2

Attended the Leadership skill workshop held in our college

**Others :** Awarded for maintaining consistence performance at work.

Earned some ZD, green mile, OTS and You Earned It(YEI) award Participated and won 2nd prize in college quiz competition.

2nd rank holder in BCOM to our district and got many awards and scholarship. Participated in NCC and NSS Camp

## PERSONAL PROFILE:

Name : Gana M.M

Date of Birth : 07-Feb 1989

Marital Status : Married

Nationality : Indian

Strengths : Sincere, Determined and Patience

Hobbies : Like to interact with people, travelling, painting. Languages Known : English, Hindi & Kannada

The above information is true to the best of my knowledge and belief.

## Place: Bangalore Signature