# SUVARNA GUPTA

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Accomplished **Sr. Process Associate with 6.5 years of** experience in managing successful operations and initiatives, to include all aspects of the **Process improvement, Data analysis, Customer relation, Presentations, Team building, Team trainings, Conflict resolution**. Process strategist and innovator, recognized for **productivity and Quality assurance** performance. The key focus of my career has been to provide **strategic operations consulting to the Automation Teams, including online process diagrams & Process based analysis reports.** Key process hands on strengths include:

Root Cause Analysis  Individual Savings Accounts  Power of attorney  Add Party, Remove Party  Third Party  Account Closure  Accounts Amends  Accounts Switching In

Online Process Diagram  KYC, TAT, and Fraud Payments for various countries  Quality Management Process Improvement  New joiners Training & floor support  Process Automation Coordinator Payments Authorization, refunds, and penalties (SBT / IBP / Bank‐line)

# PROFESSIONAL EXPERIENCE

## Uptown Social Sheboygan

## Hub for Active Seniors. Uptown Social is a vibrant organization for active adults. At Uptown Social, we partner with a diverse group of individuals and organizations to provide programs focused on fitness, recreation, creativity, and travel. Members and guests determine their level of engagement, from attending as little as one event per year, to volunteering to lead a regular program. Our programming is geared for 55 and older, but we welcome all ages!

**Role ‐ Data Analyst** (Jun2021 ‐ Till date)

Assisting with financial analysis and creating detailed reports that have enabled me to make informed decisions about the current system and how to account for funds. Integral in identifying root causes of challenges and developing strategies using internal data for decision-making.

## Lakeshore Technical College Cleveland

## Role – Tax Preparer VITA (Volunteer Income Tax Assistance) (Sep 2022 – Apr 2023)

## Vita certification - 2022 Intake/Interview and Quality Review Exam

## Vita certification - 2022 Volunteer Standards of Conduct Exam

## Vita certification - 2022 Advanced Exam

* **ISO 9001 Internal Auditor Certification –** (Lakeshore Technical College Cleveland WI) (2021)

## Royal Bank of Scotland Business Services

RBS is an international bank with a focus on local markets and global presence, serving multinational corporations, financial institutions, and private clients. Its strategy is built on leveraging the advantages of a Group.

**Role ‐ Sr. Process Associates** (Jan2012 ‐ June 2016)

## Responsibilities – Authorizer / Trainer / SME

* Carried out detailed preparation of financial Statements like income statement and balance sheet in relationship manager portfolio screen (RMPS) tool as per GAAP.
* Analyzed financial statement on daily basis with explanation.
* Have a thorough knowledge of UK GAAP guide for preparation of financial statement.
* Update textual data like business activities, Industries classifications and verification of registration number of the companies for analyzing financial records.
* Understand the proper treatment of trade debtors, other debtors, trade creditors and other creditors and their effects of variances.
* Understand proper treatment of related party or inter-company transactions into RMPS.
* Check Probability of default of the customers for updating the credit risk.
* Provide training to the new employees and ensured that their quality of work reached acceptable levels.
* Support resource allocation decisions and streamline routine processes through shared service resources.
* Payments Authorization, refunds, and penalties (SBT / IBP / Bank‐line).
* Directly responsible for monthly team performance dashboards and daily task assignment.
* Coordinate with onshore team if any kind of exception such as errors or special request from customers occurs in processing.
* Manage on‐boarding process of new candidates so they have all resources and accesses to perform their job.
* Assign internal cross training to core team and support staff for their continuous development focusing on maximum process‐wide support, efficiency, and accuracy.
* Managing Knowledge Assessment Test, Roots portal and Bank‐line accreditation for staff.
* Actively pursue innovative ways of improving business processes and value‐added analysis. Monitor and review spending, identify trends/issues and resolve problems.
* Prepare and analyze monthly results and provide future forecasts of upcoming workflow.
* Support the preparation of Executive Leadership infographic presentations.
* Work collaboratively with the process automation team to provide updated on‐line process diagrams and advice for new ideas.
* Lead initiatives and special projects to improve processes, implement internal process improvements to enhance organizational efficiency and reduce manual work.

## Connect pro search Pvt. Ltd.:

**Role‐ IT Recruiter:** Experience – 1 year.

## Responsibilities / Skills -

* Expert in finding and attracting qualified candidates based on client needs.
* Skilled at conducting interviews, coordinating schedules, and managing end-to-end recruitment across industries.
* **Diverse Placement:** Performed Professional, Technical, executive, and Managerial recruitments in areas including: IT Professional, Office/Admin Support, Technical writer, Sr. Executives, Project Managers
* **Core Industries:** Semiconductor, Wireless, Design, Quality control, etc.
* Proficient in sourcing, screening, and shortlisting candidates using diverse channels.
* Excellent at understanding client requirements and facilitating communication.
* Dedicated to candidate engagement from contact to onboarding.
* Meets deadlines and fulfills requirements promptly.
* Analyzes job descriptions and assesses candidate suitability.
* Utilizing diverse channels including online platforms, databases, and networking to source candidates.
* Proficient at comprehending and analyzing client-provided job descriptions.
* Proficient in assessing and verifying candidate suitability for specific roles.

## Indian Institute of Finance:

**Role – Research Associate:** Experience – 1 year.

## Responsibilities –

* **Data Collection:** Skilled at gathering accurate data from various sources, ensuring completeness. Proficient in using primary and secondary research methods.
* **Data Analysis:** Experienced in analyzing large datasets using advanced techniques, spotting trends, and drawing conclusions.
* **Report Writing:** Transforms complex data into concise reports and possesses strong communication skills for sharing insights with diverse audiences.
* **Graphs & Spreadsheets:** Creates compelling visuals with tools like Excel for data representation.
* **Research - Agricultural Reforms:** In-depth grasp of Indian agricultural challenges and dynamics. Researched policy changes, contributing to nuanced understanding.
* **Research - Rural Literacy Crisis:** Studied factors impacting rural literacy, including education access and socio-economic barriers.
* **Research - Urban & Rural Land/Population:** Analyzed land use and population trends using spatial techniques, revealing resource distribution insights.

# EDUCATION

**MBA** – (Finance & HR) (2008‐10) UCER, Gr. Noida, UPTU.

**MA** – (**Economics**) (2010‐12) ‐ Dr. B. R. Ambedkar University

**PGDCPA** ‐ Dr. B. R. Ambedkar University

**B.Sc.** ‐ M.G. P.G. College, Firozabad ‐ Dr. B. R. Ambedkar University in 2008

**Intermediate** ‐ M.G. Inter College Firozabad, U.P. Board in 2005

**High school** ‐ BRS College Firozabad, U.P. Board in 2003.

# TECHNICAL PROFICIENCIES

**ISO 9001 Internal Auditor Certification –** (Lakeshore Technical College Cleveland WI) (2021)

**Tax Preparer –** (Lakeshore Technical College Cleveland WI) (2022-23)

**Tally 9.0, Backoffice, Bankline, Microsoft Office, Schedule Plus, SQL, VBA, Power BI**

Bi‐lingual, fluent in English and Hindi