**GANNE VENKATA RAGHAVA**

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* **Specialist** (Order Management System), **Dell International Services India Pvt Ltd**, (May 2020 – To – Present )

**Order Management Processing department (OP Team):**

* Processing Complex Orders and Bulk orders of customers.
* Ability to work with business and stake holders to gather requirements and understand the system to deliver results
* Strong team player with strong analytical/problem solving abilities, along with the ability to drive the team
* Effective communication skills, which helps in maintaining good relationship with colleagues and customers
* Ability to plan, organize and prioritize work with strong presentation skills
* Able to react quickly and effectively when dealing with challenging situations
* Confident user of Microsoft Office, including Excel, Word and Power Point and outlook
* Flexible approach towards work.
* **I’ve trained agents on all the above processes which I worked earlier & present.**
* **Subject Matter Expert** (Hedge fund Accounting & NAV Calculation Process), State street HCL Services Pvt Ltd Vijayawada, (August 2019 – April 2020)
* Preparing END to END NAV for hedge funds
* Strong exposure working on different asset classes like equities, fixed income, forewords, options and Swaps . Calculation and reconciliation of Asset based fees such as management fee, admin fee, custody fee, performance fee
* Fund Accounting Reconciliation process – Reconciling the Fund portfolio between Fund Administrator and Broker.
* SME for funds, fund migration, fund review (NAV Validation), preparation of SOP's
* Liaising up with the Trade Processing team for the trade related exceptions like quantity, price, etc
* Proficient in maintaining relationship with clients, delivering quality service, resolving queries and attaining customer satisfaction.
* An efficient communicator with strong interpersonal, coordination, liaising, analytical, motivational and leadership capabilities to attain organizational objectives.
* Handling the Team of 8 members and delivering and signing off the funds with in the Time line
* Positions:- Currency wise Reconcile Price or Market value differences due to various types of corporate Actions(Spin Off, Merger & Acquisition)
* Position Check: Comparing the holdings of the Client as of NAV date with that of the broker in order to draw out the breaks, research the reason for the break and to give comments accordingly to highlight the break
* Corporate Action (Dividends):- Currency wise Reconcile Dividend Accruals/Pay down
* Monitoring the general ledger accounts every day, if find any big changes make sure that those are valid to avoid the NAV impact
* **Specialist** (Mutual funds Accounting & Nav Calculation Process), DST Worldwide Services Pvt Ltd(SS&C), Hyderabad (Oct 2011 – August 2019)
* Booking Subscription and redemption activities of fund , Verifying transaction information with Bloomberg data for corporate action and dividend booking
* Prepare daily reconciliations of cash transactions, positions and market values for all instruments or as frequently as data is provided the Prime Broker (PB), Custodian, Counterparties and client
* Maintain tight deadlines on monthly NAV preparation
* Investigation and review of breaks to identify the root cause to clear at the earliest and well versed in resolution management.
* Reconciling the funds and analyzing the transaction outstanding due to discrepancies and liaising with supporting team/department of process to settle the transaction.
* Settling and reconciling the corporate actions which include Dividends, Right issue, Spin off, Stock split and so on.
* Responsible for preparing Weekly and Monthly reports on volumes showing processed v/s pending
* Clearing and settlement process –Communicating with related departments for the transaction to update and clear the outstanding exceptions in the account.
* Following up of aged breaks with onshore team to create an offset entry to resolve the break
* Exception Clearance: To reconcile the cash between the Client and Broker, to investigate root cause of exception breaks and Liaising with functional team to clear the discrepancies

**Career Highlights**

* Documenting the procedures (SOP) and Reviewing and delivering to the process approver for sign off
* Goal setting and Performance Review for the Team members.
* Planning targets and monitoring daily, weekly & monthly and KPI and errors.
* Planning and implementing training and cross training modules for processes to maintain quality.

**APPLICATION EXPOSURE**: Smart Doms Doms , Smart desk, GCM

### SKILLS:

* Good communication skills (written and verbal)
* Good interpersonal skills with an ability to understand the customer’s problem and solving them.
* Proficient with MS Office and PGDCA and using internet for research & official communication
* Basic knowledge of Hardware and Networking skills.

**Key Profile:**

* Preparing END to END NAV for hedge funds and Mutual funds
* SME for funds, fund migration, fund review (NAV Validation), preparation of SOP's
* Review and verify corporate action events like Stock split, Dividends etc.
* Justify income and expense accruals, complete pre justification review
* Complete pricing and final justification review
* Income processing into mutual funds.

**ROLES AND RESPONSIBILITIES**

* To meet the Daily SLA and deadlines as lay out by the Client.
* To keep a track of changes in the procedures of the funds, to keep a track of the work being done by the members of the groups.
* Having good communication skills, to learn new funds through mails and by calls from Client and to hand over the fund to others in the process.
* Addressing team meetings on monthly performances and allocation of duties and responsibilities.
* Have been a consistent performer and a regular face in the top performers in the process throughout.
* Monitor the procedure of the process and updating the same if any changes in the SOP and getting approval
* Processing Complex Orders and Bulk orders of customers, Working with Dell internal tools like DSA, POMS, GCM. Handling escalations from Customers/sales and providing RCA
* Mentoring new hires, providing feedback and ensuring that they process the orders appropriately. Consistency in processing the orders at 100% Accuracy Cross functional support within the Dell Business Unit, Well trained in Offline
* Interacting with sales and having two-way feedback, Exceed all Business goals (Quality/Productivity/SDC) Involved in testing activities
* Handling a Team of ARB work allocating through various process & volumes based on priority TAT.
* Handling all the mails regarding credit card payment failure of the Offline & Online US customers.
* Use to handle all the credit card payments of the US customers whose credit card payment has declined, Make sure, smooth functioning of the credit card payment process, Make sure, smooth functioning of the credit card payment process.

**SCHOLASTICS**

* M.A (Politics), Andhra University (2009)
* Bcom (General)Acharya Nagarjuna University (2005) NNS Vidya Degree College Chirala
* Intermediate In NNS Vidya Junior College (2002)

**PERSONEL PARTICULARS**

* Date of Birth: 21st April 1984.
* Languages Known: English, Telugu & Hindi.
* Current Address: 8-69-2 New SBI Colony, Kothapeta Chirala Prakasham Dt 523157
* Permanent Address: 8-69-2 New SBI Colony, Kothapeta Chirala Prakasham Dt 523157
* Nationality: Indian

**DECLARATION:**

I do here by declare that the above information given by me is true and correct to the best of my knowledge and belief. If you consider my case favorably, I’m willing to work hard and make myself useful to your Institution.

PLACE: HYDERABAD

DATE:

**(Signature)**