**PRIYA SHARMA**

**Mobile:** 9588915180

**E-Mail:** priyajal77@gmail.com

**DOB:** 23rd Oct, 1990

**Marital Status:** Married

**Current Location:** Pune

**Educational Qualification:** Bachelor of Computer Application from Guru Nanak Dev University in 2011

**Languages Known:** English, Hindi, and Punjabi.

**Objective:**

Seeking a responsible position that can contribute towards organization’s success through planning, implementation, effective communication and quality checks.

# Profile Summary

* 11+ years of experience in International Banking Backend Operations while working with Infosys and Deutsche Bank.
* Highly skilled in multitasking, with strong written and verbal communication skills able to drive results and prioritize deadlines in extensive work environment.
* Proficient in working on MS Excel, MS PowerPoint and MS Word

# Role and Responsibilities

**Deutsche Bank:**

***Designation: Senior Analyst- Core Operations***

***Duration: May 2015 – July 2022***

* As SME, responsible of reconciliation of Front office headcount details between GSS (Global Supervisory System- tool) and workday to avoid variances.
* Validation of supervisory details to verify if it complies with DB policies
* Managing the access to GSS by ensuring periodic review and clean-up of data
* Efficient in managing Regulatory controls such as Mifid services (Inducement on Navigator), Clean Desk Control, Bloomberg
* Successful transitions of various controls (Bloomberg, clean desk, DB Buyer)
* Working as compliance officer for Bloomberg process where multi-entity chat room access is provided to users and their recertification is done to ensure that no user has unnecessary access
* Engaged in yearly, quarterly external & internal audits for all the controls
* Support internal teams in gathering data, preparing reports, providing timely feedback for external audits
* Working in line with clean desk controller or desk sweeper to identify users who have breached clean desk policy and their supervisors are notified so appropriate action can be taken.
* Maintaining governance and ensuring that no red flags re assigned to employees working under Corporate and Investment Banking pillar
* Collaborates and communicates with the functional stakeholders in various business groups and IT teams.
* As per my role, responsible to identify the root cause after deep dive the data, highlighting the gaps, discussed with stakeholders and provide the recommended solution.
* For better visualization and to reduce the manual intervention, have been automated the reports on Tableau sever .
* Cordinate with IT team and different stakeholders from all the regions to take the required information.
* Tools expertise on Qlikview, Bloomberg, Navigator, Global Supervisory System and Workforce management tool
* Create KOPs(Key Operating Procedure t) to run the process smoothly.
* Worked with Technology team , Operations teams, Change Teams and other work streams within the program to obtain sign off on the KOPs
* Create presentations and training packs in support of designed process
* Maintain a status on all BAU activities and proactively communicate with management
* Generate and publish management reports in an accurate and timely manner.
* Identify process improvement opportunities with the process/application I support.

***Infosys:***

***Designation: Senior Process Executive***

***Duration: July 2011 – May 2015***

* Accountable for maintaining loan accounts for various types of loans such as home loan, manual loan, fund manual loan as well as account reconciliation for unallocated Cash ledgers and Receivables ledgers
* Managing lease projects and release of properties on Collateral tool
* Responsible for managing loan accounts, processing loan payments post document verification, managing overdraft limits, regular client interactions, transferring funds in accounts via ALFI tool
* Identifying process inefficiencies through gap-analysis and provided process improvements ideas
* Preparing pay off letter for leased properties post verification of collateral documentation
* Capture payments as per instructions received from stakeholders
* Systematically chase and resolve pending transfers/settlements, differences
* Manage payments queries and respond well before our SLA
* Monitor investigation cases in workflow tool and ensures the cases are handled well before time
* Tools expertise on Hogan, ALFI and Collateral
* Achievements
  + Rewarded with various awards such as Star of the Engagement, Individual Extra Miller Award and Spot Awards

**DATE:**  **PRIYA SHARMA**