**Zaiba Malik Shaikh**

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**SUMMARY**

* I have total work experience of 7 years in financial domain.
* I have completed my BMS from SNDT University.
* My current job profile includes Data Remediation of various projects, Research, Analysis and Application Testing.
* There is a constant interaction with Global Admins and Line of Business to ensure smooth work flow.
* My objective is to contribute to the growth and success of a productive team, which utilize my knowledge, skill & Experience as a Business Administrator

**PROFESSIONAL EXPERIENCE**

**JP MORGAN CHASE & CO.**

**Organization: JPMorgan Chase & Co.**

**Designation: Operational Analyst (Jul 2015 – Mar 2019)**

**Key Assignments / Deliverables:**

**Global Supplier Spend Team**

* To review (Tax percentage, Currency & banking details) and process invoices received by the vendors (systems used for processing – Concur, Ariba, EXACT, Global Supplier Portal & Epurchase) for EMEA, WHEM & APAC locations on daily and monthly basis.
* To check and review whether the expense sent by the vendor adheres to the expense policy of the Firm and ensure that the payments are made with the Service Level Agreement.
* To keep a track of the open issues and resolve the same.
* Follow up with the Vendors if the required details are not provided.
* Develop and strengthen client relationship and effectively resolve their queries and cases.
* Maintain client confidentiality between two different clients and ensure the information about client is not shared or liked.
* Training new employees on the process and performing quality checks.
* Escalation of unresolved breaks and handling audit queries in timely manner.
* Apart from operations, I had created SharePoint for the Global Admins. It consisted of the information about location covered by our team (EMEA, WHEM & APAC), Systems used and also had the end to end process flow for each system (ARIBA, Concur, Epurchase, Global Supplier Portal APEX).

**Data Remediation Team**

* OTC: The project involved validating the Brokerage rates mentioned on the Agreement against the rates captured in our systems matches (COSMIC & TITAN) or not, if not then communicate with the Line of Business and make the amendments into the system to ensure that the client’s information is clean. To ensure that the project is accomplished with 100% accuracy I took the initiative to draft the Standard Operation Procedure for the team.
* Issuer Linkages: Involved mapping of JID (Identifier) to the respective clients in Client Central system to ensure that they are linked to the system called GIM (used for trading)
* Fund Remediation: Worked on Funds, Sub Fund & Umbrella Funds to map it to its respective Asset Manager. Created the process flow for the Onshore business partner. Systems used for mapping were COLT & Client Central
* LEI Remediation: Since Legal Entity Identifier is mandatory for every entity. We DRT Team initiated the project to map the correct LEIs to the respective entities. For this we had to communicate constantly with the Line of Business to get the LEI for the entities which didn’t had one.
* Class action: Identified the ineligible fillings made foe Class Action with the Claim administrators who did not properly consider the eligibility criteria ‘Class Member”. Drafted the Standard Operating Procedure for the team.

**TRANSWORLD SYSTEMS INC (TSI)**

**Organization: Transworld Systems Inc. (JUN 2019 – Nov 2021)**

**Designation: Senior Analyst**

**Clients: AMEX, JP Morgan Chase & Co., Terminix, AHS, Toyota Fin Serv, Synchrony & SMF.**

**Responsibilities:**

* To perform audit checks on all the offer letters before it is sent to the consumers and co-ordinate with the BA Team if any change is required.
* Handling the consumer complaints received via emails and getting it resolved within one business day.
* To calculate strategy for each offer made to consumer.
* Co-ordinate with the vendor (RevSpring) to ensure the letters are printed and released on time.
* To prepare daily reports for the NY settlement offer made and reconcile the data.
* Collaborate closely with various partners with in the firm to understand business process and identify opportunities.
* To review every offer letter to check if the strategy has been applied correctly.
* Prepare the State approval packages if any change on the letter is required. These packages are sent to the State of NV, NM & ME for review and approval.
* Reconciliation of the email letters that are sent to the consumer and maintain a report for the monthly audit.
* Monthly letter quality reports prepared for JP Morgan Chase & AMEX.
* Tracking the timelines of each team for different projects assigned and maintain a report to share the feedback.
* Reconcile the CSV files sent against the return files received from the vendor.

**Applications used: AS400, HQ97, FTP & IBM data Studio (SQL)**

**Tata Consultancy Services (TCS)**

**Organization: Tata Consultancy Services. (Dec 2021 – Till Date)**

**Designation: Team Lead (Testing)**

**Domain: Corporate Action**

**Applications: JIRA, BaNCS, NCS and Secore**

**Clients: Citi Bank.**

**Responsibilities:**

* To Handle the team of 20 members and guide them to achieve their target.
* Prepare the test plan and test entry for each release.
* Update the details on JIRA for each Release
* Do the planning for the user stories assigned for the release before execution is started.
* Prepare the Daily Status Reports.
* Interact with the clients on daily basis to give them the update for each ongoing release.
* Prepare the Exit Doc on completion of each Release.
* Apply the agile way of working.
* Also Create corporate events for testing it in UAT.

**SUMMER INTERNSHIP PROGRAMME**

**Company**: **Moksh Consultancy**

Duration: 6 Months

**Project Title: Education & Training**

Project Brief:1)Meeting various clients (Students) and providing them with full details about Foreign Universities.

2) Training sessions were given by me about various Courses & Universities.

**ACADEMIC QUALIFICATION**

**Degree: B.M.S (2014-2015)**

University: SNDT University, Mumbai

Division: First Class (80%)

**Degree: HSC (XII) (2011-2012)**

Institute: SNDT University, Mumbai

Board: HSC Maharashtra Board

Division: First Class (73%)

**Degree: SSC (X) (March 2006)**

Institute: Canossa Convent High School, Mumbai.

Board: SSC Maharashtra Board

Division: First Class (78%)

**Additional Course: Financial Planning & Products**

**from Bombay Stock Exchange**.

**OTHER ACHIEVEMENTS**

* Achieved the outstanding performer’s reward for performing excellent in almost all the projects that were running in DRT.
* Constant feedbacks received from the senior & onshore management.
* Received appreciation from the Global Admins & Seniors for the SharePoint created.

**PERSONAL DETAILS**

* Fathers Name : Malik Shaikh
* Date of Birth : 30th Jan 1995
* Sex : Female
* Marital Status : Single
* Nationality : Indian
* Languages Known: English, Hindi, Marathi

**DECLARATION**

I hereby declare that the information furnished in this document is true to the best of my knowledge and belief.