

V VIJAY KANNA

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Profile Summary

Accomplished and goal-oriented professional with a demonstrated history of spearheading strategic initiatives and streamlining operational processes. Proficient in Operations, customer-centric strategies, and leveraging data for informed decision-making. Skilled in conceiving and executing innovative strategies to bolster organizational efficiency and attain business objectives.

Professional Experience

38 months

Care Health Insurance

Manager – Strategy Operations

July 2023- Present

- Successfully **streamlined operations** and reduced the work of the backend operations team, and also increased the **efficiency by 10%**
- Successfully conducted detailed analysis, identifying root causes and implementing strategic solutions for the Renewal Operations Team reducing the work **Process count by 15%**
- Day-to-day **management of the AML team** and adequate allocation of resources to ensure effective **daily activity, screening, follow-up, and in-queries** within the terms of our internal and external SLA
- Investigate reports of **suspicious transactions/circumstances**, as well as prepare and submit reports to senior management
- Exercise **due care and diligence**, and ensure that the responsibilities of the role are organized and controlled within the **ambit of regulation, compliance, and risk management**
- Develop, implement, and enforce **policies, procedures, and programs** to increase business **effectiveness and efficiency** whilst **minimizing potential money laundering risk**
- I **spearheaded training programs** for the entire backend Operations Team, enhancing their understanding of both product and process. These initiatives led to significant **improvements in team efficiency**.
- Analyzed **market trends, competitive landscape, and customer needs** to formulate a comprehensive strategic plan
- Conduct thorough **market research to identify new opportunities** and emerging healthcare and insurance industry trends
- Monitoring **competitors' activities and performance** where the company can differentiate itself and gain a competitive advantage

Citicorp Services India Pvt Ltd TTS NAM Operations - Officer C04 – Supply Chain Finance

February 2020-September 2020

- Delivered over **1000 transactions** with excellent SLA adherence.
- Maintained **100% accuracy** in documenting financial transactions
- Recognized as **Best Processor for four consecutive months**
- Developed and strengthened **client relationships to build profitable partnerships**
- Provided **one-contact resolution for customer issues**, ensuring satisfaction
- Identified and **escalated errors**, validating and correcting payments and reports
- Utilized **negotiation and problem-solving** skills to promote customer retention
- Handled **customer inquiries** with poise, understanding, and tact
- Demonstrated **accuracy, thoroughness, and orderliness in work**

RBS SERVICES INDIA PRIVATE LIMITED

CS&O Analyst – Trade Finance

May 2018-February 2020

- Managed trade operations, including **payment collection and Primark payments**.
- Achieved 50 daily transactions with **100% accuracy and processed 1,500 transactions** in a month, earning recognition from the UK branch and management.
- Conducted **checks, investigations, and reconciliations** for accurate and efficient trade operations.
- Implemented **strategies to address customer needs and resolve concerns**, ensuring satisfaction.
- Supported **NatWest Bank PLC, The Royal Bank of Scotland PLC, and Ulster Bank**, Ireland in trade finance processes.
- Scrutinized **import/export documents** for compliance with AML regulations.
- Resolved **customer queries** by collaborating with local offices and the Chennai Operations site.
- Experienced cross-functional professional with expertise in managing **Letters of Credit processes**, ensuring **seamless coordination and compliance across departments**.

Academic Qualifications

Degree	Institute	Year	CGPA
Post Graduate Program in Management	School of Inspired Leadership	2022-23	3.8/5
B. Com (Accounting and Finance)	Ramakrishna Mission Vivekananda College	2014-17	7.34/10
Higher Secondary School (XII)	Jawahar Higher Secondary School, Chennai	2014	91.08 %
Secondary School (X)	Jawahar Vidyalaya Senior Secondary School, Chennai	2012	6.8/10

Certifications & Internships

- Completed **Data Analyst Bootcamp (SQL, Tableau, Power BI)**.
- Certification courses in **Collection and Letter of Credit, AML** skill assessment levels I & II.
- Certification courses in **Advanced Excel course** (Internshala).
- Certification courses in **Financial Modeling and Valuation** (Internshala).
- Working on a **LIVE project** as a **Marketing manager and a Finance Specialist** for YUGMA.
- Creating a **structure for Fundraising** and implementing it for an NGO '**Aawaaz Foundation**'.
- Certification courses in **Investment Analysis and Portfolio Management** (Udemy).
- Certification courses in **Digital Marketing** (Internshala).

Extra-Curricular Activities

- Professional **Badminton player**, Played in Inter-School tournaments.
- **3rd runner-up** in a **GTM Strategy** competition organized by YUGMA.
- Worked as a Research Assistant for the Admission Process in SOIL.
- **National Finalist** in Market Master 5.0 (Portfolio management competition) hosted by **IIM Trichy**.