**AJIT SINGH**

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**Objectives**

Strive to be a part of a professional organization wherein I can learn, strengthen my skills & grow with the organization.

**Key Skills**

Benefit Administration, Bank Reconciliation, Internal and external audits, Defined Contribution 401k Plans, US Retirement Plans, Reporting, Transitions, MIS, FTE Calculation, Baselining, Dashboard, Scorecard, Client Management, Escalation Management, Fund Administrator, Fund Accounting, Fraud Management, Falcon, SunGard Omni Plus, SunGard Omni-Pay, SunGard-Omni-Web, SunGard Omni-Trade, SunGard IntelliMatch, Experience in Reconciliation, Adjustment, Cash and share balancing, Training, Fraud Control (Debit and Credit Card) and Authorization, Capital Market, Pension Administration, Team Management, People Management, Recruitment & hiring, Internal Audits, SOP creation, Quality checks

**Work Experience**

**4th Oct 2018 – Present**

**Fidelity National Information Services (FIS), Pune**

**Job Title: Senior Specialist (Assistant Manager- Grade M1)**

Working as a Senior Specialist in Wealth & Retirement Administration (WRA-Defined Contribution) under Business Process as a Service (BPaaS) team.

**Job Responsibilities**

* Handling a team of Financial Operations, fund management and nightly monitoring team.
* Working on trade monitoring process to be sure all clients trades have gone to vendor.
* Monitoring if prices have been received for all investments from vendors.
* Following up with vendors and fund managers to get the prices by following the escalation matrix.
* Update stale prices on the system.
* Inspecting if daily price variations if more than the acceptable threshold. Analyzing the reasons of price variations and give go ahead to IT/ASP team to process the price job.
* Reconciliation of trade files with expected trades for a day and take necessary action if needed.
* Reconciliation of liquidating funds/plans by comparing internal and brokers positions.
* Create/update new CUSIPs/Funds in the system.
* Investigate reasons for Out of Balance (OOB) plans and take necessary actions to match the internal and custodian fund balances
* Perform UAT testing, Omni-Script JIRA testing, Quality Assurance, Implementation, Operations change
* Analyzing current process and give continuous improvement idea to streamline and improve the process
* Processing earnings for Outside Mutual Funds.

Applications- OmniPlus, OmniWeb, Omni-Trade, JIRA, BroadRidge, WINSCP, EXPAG, VMWare,

**3rd Oct 2016 – 8th May 2018**

**Takaud Savings & Pensions B.S.C., Bahrain**

**Job Title: Technical Operations Supervisor**

**Job Responsibilities**

* Reconciliation and Preparation of Fund trading request.
* Management of the processing activities with various Fund houses.
* Reconciliation and Management of Client money movements
* Reconciliation of client trading requests.
* Create weekly and monthly reporting for clients showing fund and Strategy performances.
* Team Handling and recruiting and interviewing resources
* Assist in the production of daily, weekly and monthly NAV calculations for strategic partners.
* Perform cash, position and market value reconciliations of equity, Fixed income and bond.
* Posting and peer review of Contributions, Payroll, Withdrawals, terminations, Fixed Deposit, Bond Investment, QROPs (Qualifying Recognized Overseas Pension Scheme), Mutual funds and equity.
* Reconcile various accounts, or reviewing reconciliations prepared by others, and promptly researching and correcting any variances.
* Placing trade files and manual trading with custodian.
* Product Setup, testing and implementation.
* Perform UAT Testing and implementation of new plans, Investment creation, Fund creation and source creation.
* Managing and implementing Operations Tactical plan changes. Creating project plan, completing and communicate the same to Stakeholders.
* Identify and investigate break items on reconciliations in a timely manner and escalate fund accounting issues and aged items to the Head of operations.
* Reconciliation of Bank Statements across all client money accounts in different geographic.
* Converse and liaise with internal service departments to resolve miscellaneous fund transactional issues.

Applications- OmniPlus, OmniWeb, Omni OWS, Omni-Trade, IntelliMatch, Bloomberg, Visio

**9th May 2016 – 23rd Sep 2016**

**Standard Chartered - Scope International Pvt Ltd, Chennai**

**Job Title: Associate Manager**

Worked as an Associate Manager in Fraud Control and Authorization (Regional Authorization Center) and handling a team of 35 people across Bangalore and Chennai Location for 24 countries.

**Job Responsibilities**

* Minimize fraud losses for Cards products by review of alerts on the detection tools within stipulated timeframes, policies and laid down processes
* Reduce Fraud Losses by way of Timely identification
* Review of Report / Daily MIS / preparing dashboard country-wise
* To ensure that the SLAs and DOIs are reviewed on frequent basis by country.
* Support Internal and external audits and provide evidences to meet the regularity requirements.
* Develop and sustain a system for fraud identification, monitoring, investigation and reporting in order to minimize fraud losses and ensure timely recovery of fraud related claims. Make sure the team is Working in a 24 hours centre for Fraud Control and Authorizations, Chennai
* Reduce Fraud Losses by way of Timely identification/exercise of fraud related chargeback
* Develop and manage a full-fledged information system to identify fraud trends and initiate early identification and mitigation of fraud risks
* Strengthen the transaction processing activities of the countries by recommending process/ policy changes where applicable and through regular training of front end staff
* Provide forecast based on monthly MIS to assist in the prediction and accurate allocation of staffing to enhance report monitoring
* Identification of suspicious transactions from an AML standpoint and escalation of these to L & C.
* Regular and proactive fraud detection system parameter review/ management
* To actively participate in BCP / DR.

Application Used- Falcon Risk Manager, Visa Risk Manager, MasterCard Connect, EBBS, CCMS, RiskNet

**28th Dec 2009 – 21st April 2016**

**Mercer Consulting India Pvt. Ltd, (Gurgaon)**

**Job Title: Assistant Manager**

Worked in Defined Contribution (US- DC Benefit Administration) at Global Operations Shared Services (GOSS).

**Job Responsibilities**

Onshore/Onsite Transition (USA):

Travelled to United States in Sep 2013 (Norwood Location) and successfully transitioned the most complex piece of DC Business (Omni Plus Processing) to India center in the span of 7 weeks for 14 FTE’s.

**Job Title: Assistant Manager (Omni Plus Processing)**

* Delivering Service Level Agreements (SLA) for services and act as a first level of escalations
* Handling a team of 18 resources of different levels ( Analyst, Sr. Analyst, Process Developer & Process Champions)
* Resource Planning, EWS Review & Leave Management
* Interacting with client on regular basis to share updates & feedbacks
* Identifying, planning and managing process improvements
* Training team members to ensure high quality, domain knowledge building
* Conducting necessary performance management conversations with all the associates
* Conducting regular monthly discussions, maintain retention ratio & career path for team-mates
* Doing annual appraisals and discussion
* Execute transitions and build healthy relationship with Clients

**(Omni Plus Reconciliation/Adjustments experience)**

• Worked in **Omni Plus Adjustment/Processing Reconciliation Team**- Correcting errors which happened due to system issues, participant’s error or due to wrong information provided by clients.

• Performs initial review of submissions from client teams and evaluates completeness, accuracy and appropriateness of proposed transaction/requests.

• Making Daily Volumes reports & sharing the same with management and onshore Managers

• Creating and Updating Standard Operating Procedures (SOP’s).

• Handling various adjustments like Negative Contribution, Loan records and payments, distribution, Withdrawals, Exchanges, auto rebalancing, RMD, ROE, QDRO, Payroll, Loan Defaults, Installments, SSN merge, termination and Forfeiture/gain allocation account for the participants as per the PSR request

• Worked on Employee Stock Ownership plan (ESOP) plan by processing share certificate (in kind) or transfer shares or cash by liquidating the shares.

• Buying and selling of shares and funds depending upon the participant / client request also calculating the gain and loss for the same.

• Doing Cash balancing and Share balancing for DC Plans.

Application/Software: M.S Excel, M.S Access, Mainframe, POL, OMNI Pay, OMNI Plus, Siebel, DOC-MAN, DST Vision, Advisor Central and Citrix.

**Part of Learning & Development (L &D) Team (Mercer)**

Besides working in Operations, I was also a **Part Time Trainer** and conducting DC-Domain, Siebel application and Plan Online (POL) for New Hires.

**MIS Reporting:**

• Preparation of Monthly MIS reports.

• Preparation of Process performance reports for the Client on daily basis.

• Quality and Internal Dashboard Management.

• RCA, FTE Allocation, weekly and Monthly Volumes reports.

• Transport Delay daily tracker preparation and send for entire DC LOB.

**Nine Offsite Transitions**

Transitioned these processes in MERCER:

1. Required Minimum Distribution (RMD),
2. Return of Excess (ROE)
3. American International Group (AIG) Monthly variation reports
4. AIG RMD Project
5. Qualified Domestic Relations Order (QDRO)
6. SSAE Audits- Created Packages for 8 Teams
7. Loan ACH
8. Fees
9. In-Plan Roth Conversion

Achievements with Mercer India:

* Retirement Plan Fundamental (I & II) from ASPPA Certified (American Society of Pension Professional & Actuaries).
* Awarded the Rising Star of the month in Mercer India PVT. LTD.
* Awarded the Star of the Month three times in Mercer India.
* Awarded the 2 Spot awards in Mercer India Pvt Ltd.
* Awarded Zero Error Quarterly certificates.
* Successfully submitted 8 PRAGATI Ideas to get Yellow Belt Certificate.
* Got 3 Sleep Tight (Client appreciation) certificates.
* Cleared IJP to become a Part Time L&D Trainer.
* Awarded Train the Trainer certificate conducted by I-Experts Solutions.

**17th Dec 2007 – 27th Dec 2009**

**Quatrro Bpo Solutions Pvt Ltd (Gurgaon)**

Worked as a Senior Fraud Analyst in Debit Card Fraud Prevention (DCFP) process for JP Morgan Chase Bank (US Operations).

Major Responsibilities:

* Detecting Fraud in Debit Cards and Review Transactions and block or verify the transactions based on financial histories of the customer.
* Caught fraud patterns on daily basis.
* Preparing all Daily reports and fix any issued if founds
* Doing Quality Checks for transactions processed by others.
* Continuously did floor Support since process started.
* Handled Team by keeping an eye on the performance of the each Analyst.
* Send an Internal Reports to Managers and Vice-President and mails to Clients.
* Keep an eye on Daily Target and breaks for each Analyst.

Achievements with Quatrro:

* Awarded the Top Performer of the year 2008-2009 in Quatrro Analytics & Management Services Pvt.
* Awarded as Top Performer for the Quarter July 2009- Sep 2009 in Quatrro.
* Awarded as Top Performer for the month July 2009 in Quatrro.
* Awarded Sherlock Holmes Award by the VP of Debit Card Fraud Prevention, JPM Chase Bank.
* Acknowledged for the Top performer of the Week by the Quatrro Risk Management Team.

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**Computer Knowledge**

* Windows 98/2000/2003/2007,2010,XP
* MS-Office, MS Project, Internet savvy, SQL, MS Access.
* Done one year Diploma in Information Technology(DIT) with 71% from NIIT in 2004

**Education**

* Master in Finance from ICFAI in 2012
* Chartered Financial Analyst (CFA) from ICFAI University in 2007
* Completed Advanced Diploma in Finance from ICFAI University in 2007
* Diploma in Business Finance (DBF) from ICFAI University in July 2006
* Done Bachelor of Commerce from Delhi University with 1st Division in 2005

**Academic Achievement**

* Got Highest Marks in Costing & Statistics in 3rd year in Graduation
* Got Highest Marks in Economics in 2nd year in Graduation
* Got Highest Marks in Business Organization and Management in 1st year in Graduation
* Got 2nd Position in 1st year of Graduation

**Personal Details**

Date of Birth : 22-11-1984

Languages Known : English, Hindi and Punjabi

Passport No. : Z3445657

**DECLARATION**

I hereby declare that the facts given in resume are correct to best of my knowledge and belief.

Place:  AJIT SINGH

Date: