

An ambitious Performance driven professional who offers an unique combination of Business Process Automation, Quality Management, Process Transitions, New Project Migration, Process Consulting, Strategic Solutions and leadership skills within a technology lead fast paced corporate environments with experience spanning across **11+** years in diverse range of fields –Banking, NBFC, Mutual Funds, Healthcare Business, Testing (Product and Process). A pragmatic self-starter with keen ability to maintain a clear perspective of goals to be accomplished, cohesively making use of the below skills.



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13065, Tower-13,5th Floor,
Prestige Bella Vista, Ch-56Date of Birth: 13/03/1984
Age: 34 years, Married

MBA in Finance from
Loyola College -
Pondicherry University
Twining Programme (Part-
Time 2009-2011 with 62%)

MCA from Nehru
Memorial College,
Bharthidasan University
(Full Time 2004-2007 with
83%)

BCA from Bishop Heber
College, Bharthidasan
University (Full Time 2001-
2004 with 78%)

STRENGTHS

Positive Attitude, Commitment to work.

Comprehensive Problem solving abilities and Willingness to learn, Positive-Go Getter attitude

Desire for innovation & Continuous learning

Energetic self-starter with perseverant & perspicacious attitude

Good Verbal and written Communication skills

Skills & Expertise

- ⇒ **Project Management**
- ⇒ Process Re-engineering & Automation
- ⇒ Transitions Management
- ⇒ Requirement and Impact Analysis
- ⇒ Change Management
- ⇒ Stored Procedures
- ⇒ DR Drills & Server Configuration
- ⇒ Project Transitions, System Implementation
- ⇒ Participating in Statutory Audits
- ⇒ Functional Support
- ⇒ Product and Process Testing
- ⇒ SDLC Documentation

Profile Snapshot

Techno Functional Expert bringing in strong business automation and record of achievements in Project Management, Quality Management, Maximizing customer satisfaction, Process compliance and Process excellence. Demonstrated ability in implementing “game-changing” process initiatives using vast expertise in analytical and problem solving capabilities.

- ⇒ Proven success in Business Automations, Process improvement initiatives, and program management across diverse domains. Guide teams throughout project life cycle, applying advanced communication, training, and mentoring skills
- ⇒ Combine customer-focused mind-set with strong technical insight to achieve timely delivery of high-quality products, services, and support. Track record of surpassing business goals by ensuring optimal utilization of teams, processes, technology.
- ⇒ Manage daily operations, prioritize resources, and develop creative solutions to broad issues. Heading Application support team.

Professional Accolades

- ⇒ **Informatica Power center 9.1**
- ⇒ **Six Sigma Green Belt** certified @ Indian Statistical Institute
- ⇒ **TQMI Certified Internal Auditor** based on ISO 9001: 2008
- ⇒ **TMMi** Workshop @ KPMG
- ⇒ Pursuing **Agile Project Management** @ Udemy
- ⇒ Member in **Board of Studies** - Nehru Memorial college.

Technical Skills

Data Base	: Oracle 11g
Scripting	: Shell scripting in linux
Languages	: C, C++
Operating Systems	: Windows 10, Linux
Tools/Utilities	: MS Word 2013, MS Excel, MS Power Point.

Core Competencies

Proven record of helping customers achieve measureable performance improvements through effective requirements definition, risk management, transparent reporting, and a keen focus on leveraging technology to support business process improvements and execute mission objectives.

Domain leader and corporate professional with more than 6 years of Product and Process Consultation experience in Wholesale Banking, Mutual Fund domains.

Strong ability to rapidly navigate emerging challenges, identify creative and constructive solutions, and quickly gain the trust and respect of team members; detail-oriented with exceptional oral and written communication skills, as well as excellent presentation skills.

Background in quality assurance with experience defining, implementing, and monitoring processes and performance measures in operational environments;

Clear vision, mission focus, and strong core values; rapidly adapt to new environments, immediately add value, and build relationships with key stakeholder groups; passionate about organizational and team development and look for ways to optimize performance based on each unique team dynamics and the skills & capabilities of team members.

CAREER CHRONOLOGY

SUTHERLAND GLOBAL SERVICES	Encore Theme Technology Private Limited	Procon Systems Private Limited	Lason India Private Limited (Now Part of EXELA Technologies)
<ul style="list-style-type: none">•Senior Professional•Nov 2018 to Till Date	<ul style="list-style-type: none">•Associate Tech Lead•Apr 2017 to Till Date•Clients : IDFC Bank, Centrum Financials, Altum Credo HFL, FinTree.	<ul style="list-style-type: none">•Assistant Manager•May 2010 To Mar 2017•Client : IDFC Group of Companies	<ul style="list-style-type: none">•System Analyst•May 2007 To Apr 2010

Notable Roles Played @ Procon & Encore Theme (IDFC)

Business Process Improvement

Proficiencies: *Strategic Thinking, Project Identification-Prioritization, Facilitation, Aggressive Drive, Financial Automations*

- ⇒ Conceptualized, formulated & established Process. Exhibit leadership & Team building thru' aggressive & focused drive
- ⇒ Provided Strategic direction on Cost reduction and Performance Optimization initiatives (**iProTracker**)

Client Management, Project Transitions and Change Management

Proficiencies: *Strategic Planning, Risk Mitigation- FMEA, Turn around & Process Re-engineering, SLA Adherence*

- ⇒ Sitting at client place and manage various portfolios of client. Eg: IDFC AMC, IDFC NBFC, IDFC Bank, IDFC Alternatives, and IDFC Securities.
- ⇒ WF controlled Change Process to achieve Zero deployment failures

Product Testing - "from Static Analysis to Service Virtualization"

Proficiencies: *Test Plan, Writing Test cases, Test execution, Automated testing thru' QTP tool, Bug reporting and Regression Testing*

- ⇒ Hands on exposure in Waterfall & Agile Methodology of testing - E2E testing on Flow, Functionality, Performance
- ⇒ Product testing - Facilitating UATs for Clients. Devised upstream defect identification and Prevention techniques

Data Analytics & Reports

Proficiencies: *Interaction Process Analysis, Dashboards, Financial Metrics, Progress charts*

- ⇒ Visual Analytics and Chart beat Reports: Report on monthly account review to Management. Project Health status reports
- ⇒ Performance Executive Dashboard: Account/Team performance report for Management review

CAREER CONTOUR

May 2007

Responsibilities throughout the Career

Till Date

- ✚ Gathering requirement from the client and preparing the Business Process Document.
- ✚ Prepare Project Plan and give heads-up to team if any deviation in proposed plan.
- ✚ Having a track of all requirements phase by phase from BD/Technical teams till closure.
- ✚ Writing stored procedures and coordinating with the technical team for development of system.
- ✚ Clarify the queries which are raised by technical team.
- ✚ Prepare/Review SDLC documents and Ensuring all the documents are addressed to the customer within the timeline
- ✚ Conducting the scrum meeting on daily basis and update the status to client.
- ✚ Maintaining a library for all necessary requirement collection documents.
- ✚ Functional Testing.
- ✚ Maintain change control process.
- ✚ Involved in Data Reconciliation and Functional support.
- ✚ Involved in CRP, UAT and feedback meetings.
- ✚ Write Oracle Queries to handle Database related calls.
- ✚ Handling DR Drills.
- ✚ Coordinating with external audit teams (RBI, SEBI, KPMG, etc.) for periodic audits.
- ✚ Prepared the weekly/Monthly/Quarterly status reports and shared to the Management.
- ✚ Prepared Process improvement document (TGR, TGW) at the end of the every sprint completion.
- ✚ Major involvement in NBFC – BANK migration.
- ✚ Developed a IT tracking system called IProTracker, which helps to track all development center activities(In IDFC)
- ✚ Heading the heading team of 6 analysts and application support team as well.

Projects at a Glance

Banking & Home Finance

- Bsmart - Corporate Loan
- ThemPro - Housing Loan
- Advisory Workflow
- Portfolio Buyout
- Drawing Power Allocation

Retail Finance

- CRM System
- ThemPro-SME, MSME Loan
- Portfolio Buyout - Retail
- Dealer Payout
- Deferral Tracker

Mutual Fund

- BOSS (12 Systems)
- Brokerage
- External Customer Portal
- Communicator & Iserve
- CIMS & ICP

Treasury

- Funding Process Note
- Cash Desk
- Finance Tracker
- Stock Recon
- Accounting Scrutiny

NBFC & Wholesale Finance

- CRM System (Wholesale)
- IDF- Corporate Loan
- Resources
- RBI Reports
- AML & DIET

Admin & Compliance

- Phishing Tool
- iTravel
- Facility Management Tool
- E Greetings
- Audit Tool & Compliance

Human Resource

- Offer Letter Tool
- On Boarding Tool
- Appraisal Letter
- HRMS File Feed
- Branch Checklist

Healthcare & Others

- Fiserv
- BSC
- Avaya
- Wrights & Philips
- [iProTracker](#)

Projects Explained in Brief.....

BSMART is a comprehensive system that deals with **Corporate Loans**, covers the entire life cycle of a loan transaction right from Product Creation, Approvals(DSC,DB,CC), memos (sanction, signing and disbursement) disbursements, Preclosure, Revalidation and Accruals and MIS. With this Bsmart data, Exposure Amount, Compliance Checklist, and CIBAL score are checked with various sources like K Plus, Compliance checklist system, and external sources like CIBIL, etc.

ThemePro Lending Solution is a user friendly, web based solution that allows Finance institutions to manage the complete cycle of loan products, from application initiation through approval, contract till disbursement using its rich work flow technology. Its built-in Financial Accounting System updates the transactions in real time to General Ledger. Themepro product is built on top of a workflow and document management component and generates all the statutory reports. It consists of the following major modules like LOS, LMS and reports, covering the entire end to end operations of housing finance company. **Brand new Lending logic implemented for FinTree & Altum Credio.**

Advisory Workflow, is a comprehensive system that deals with Advisory proposals.

Portfolio Buyout, Priority Sector Lending Master & Monthly feeds will be uploaded in the system. Based on data uploaded, system will generate the reports like Monthly Collection Report, Disbursement Report, Ageing Report Month wise, ADF Report, PSL Classification Report, and Account Status Report

Drawing Power Allocation Handles the drawing power that is applied in case of cash credit and overdraft accounts and it will be cost of stocks less margin and withdrawal will be allowed only to the extent of drawing power which cannot be more than the limit.

CRM, IDFC will get the details about the investors and financial transactions from the CAMS. CAMS will be the source for many AMC's, here in this project it deals with IDFC data. There will be two sources - CAMS and DB.CAMS acts as a bridge between the IDFC and investors. The IDFC data will be stored in a separate DWH called HUBCRM. From this the end-users can access the data through reports.

ThemePro SME, MSME Lending Solution is a user friendly, web based solution that allows Finance institutions to manage the complete cycle of loan products, from application initiation through approval, contract till disbursement using its rich work flow technology. Its built-in Financial Accounting System updates the transactions in real time to General Ledger

Portfolio Buyout (Retail), Priority Sector Lending Master & Monthly feeds will be uploaded in the system. Based on data uploaded, system will generate the reports like Monthly Collection Report, Disbursement Report, Ageing Report Month wise, ADF Report, PSL Classification Report, and Account Status Report

Dealers Payout - Calculates the dealer Payout amount along with the GL entries based on the data uploaded. The Two Wheeler & Commercial Vehicles loan products are tailored for funding the deserving Individual customers and to the micro entrepreneurs.

Deferral Tracker, is used to track the deviations during document submission process, an automated tracking system has been designed. The goal is to reduce the penalties and to better the revenues through Compliance & Adherence to SLAs

BOSS (Branch Operating Services System) for IDFC – AMC, deals with daily AMC activities. This system includes the sub systems New Fund Offer (NFO), High Value, Redemption, Switch, Payout, Dividend Payout, TSR (Time Stamping Register), Phone Tracker, SIP, FDUpliftment, RUD and Refund Tracker

Brokerage for AMC, Branches to empanel the Brokers/distributors and generate the brokerage structure for them, like Upgrade/Downgrade in broker category, Scheme specific rate changes, and ARN specific rate changes; Slab & Folio based process notes, etc., and finally the brokerage rate will be communicated to distributors via email in the pre-defined format.

E2E (External portal for investors) Application is used extensively by Investor for making any Purchase, Redemption and switch by online without visiting AMC and submit any manual request. We have concept of maker, Verifier and approver concept for authorizing any transaction.

Communicator, This Module is designed to communicate the specific details to the Investors, RM and Distributors periodically. This module has only the upload process where in all the communications are uploaded and mails will be triggered either as scheduled or via email.

Iserve, which helps to track all the scheme related documents at one place. Easy way to access all scheme related documents. System has the provision to send mails to respective stakeholder like RM, Broker, Investors

CIMS, Customer Interaction Management System application is use to capture the Queries, Complaints, Error, Feedback, IT related issues from Investor, AMC, R&T and Income TAX and provide solution for the same.

ICP, Internal communication protocol, which helps to share employees ideaz and share and access the business documents in common portal.

Funding Process Note is used mainly for IT budget against all departments. Master will be uploaded in the system at the beginning of each financial year. Based on IT utilization, each group will be tracked and when limit exceeds, system will intimate the same.

Cash Desk, This module used to manage INR cash-flow of IDFC Bank Limited. IDFC Bank had a very active fund management desk through Treasury function and in Bank, this is a very critical function where data pertaining to treasury gets interfaced from K plus to sigma in a seamless fashion and other BUs can report their cash flows to BSMG.

Finance Tracker, Being a operation unit- Treasury operations had many tasks which were having a time limit and TAT was required to be monitored- this module was created to monitor and assign tasks- track status as to completed/ work in progress, send alerts for crucial tasks, send escalation for pending tasks- so this was an operations tracker / checklist

Stock – Recon, This system was developed to help treasury operations in doing daily recon of the SGL (Government securities) in an automated fashion; where this system interfaces with K plus, treasury ops used to upload external systems data in to this system and basis the logic defined, Stock recon tool was used to carry out the reconciliation. This module saved time of manual reconciliation, and created auto emailing functionality for both recons as well as exceptions- which helped treasury back office to reduce TAT of the reconciliation.

Accounting Scrutiny, This utility is used to check and reconcile the GL Entries from K plus system.

CRM System, is for NBFC corporate loans, which involves to track the Interactions, deals with respective relationship managers across PAN India, respective reports will be circulated to IDFC top management. This system has the reimbursement workflow along with GL posting.

VSMART - IDF is a comprehensive system that deals with Loans, covers the entire life cycle of a loan transaction right from Product Creation, Approvals(DSC,DB,CC), memos (sanction, signing and disbursement) disbursements, Preclosure, Revalidation and Accruals and MIS. With this Bsmart data, Exposure Amount, Compliance Checklist, and CIBAL score are checked with various sources like K Plus, Compliance checklist system, and external sources like CIBIL, etc

Resources, system is used to keep track the Bond and its investor details, Repayment schedule will be generated based on input parameters.

RBI Reports, Based on IDFC Trail balance, end of each financial year, this system will used to generate the 30+ reports, which is forwarded to Reserve Bank of India.

AML, Anti Money Laundering system, which helps to find suspicious clients / investors, based AML master.

DIET (Deal Intake Evaluation System) for IDFC Alternatives Ltd, deals with deal documents tracking at various stages.

Phishing Tool is used to publish the Phishing mails to pulse the internal users.

iTravel, The Travel process was automated to facilitate smooth and accurate functioning. Approval is given by the immediate boss as per travel policy. The system was user friendly and developed with rule/workflow based.

Facility Management System, Handles the conference and meeting room booking/cancellation process efficiently and effectively with much ease and comfort to the facilities team.

Survey / Quiz, Helps to publish the Survey / Quiz across the departments, the results will be cumulated and shared based on requirement

E-Greetings, This utility helps to send the seasonal greetings to internal / external stake holders.

Audit Tool, This system helps to track audit observations closure across the IDFC group. Department level organization structure is uploaded, based on this escalations/reminders will be triggered.

Compliance Checklist, Department level master mapping is uploaded in the system. Each quarter the status will be updated. System will send reminder mails to the non-complied items.

Offer Letter Tool, handles the employee recruitment process and generate the Offer letter for a candidate.

On Boarding Tool, handles the complete on-boarding activities of the candidate. Employee details are captured and system triggers mails to various stake holders to complete the process in a smooth manner for the Employee experience team.

Appraisal Letter - System sent the appraisal letters based on data uploaded and all the details were encrypted twice and secured. Appraisal Letters were generated based on many parameters like promotion (Y/N), Bonus(Y/N), Increment(Y/N), Senior Grade(Y/N), etc.

HRMS File Feed, This is a stop gap arrangement until the HRMS system gets deployed. This sends the employee details to the Infra system cloud after checking the cost center, profit center and department details against the master.

Branch Checklist, This utility handles to ensure the basic branch checklist for all branches

Fiserv is Insurance Company in USA. The core of this project is converting claims (tiff) image file format into the electronic data (ANSI, NSF). The images received from US are routed to India by folder sequence number. In India, the data input was validated using Esort and sent back to customer.

BSC (Blue Shield of California) is Insurance Company in USA. The core of this project is converting claims (tiff) image file format into the electronic data (ANSI, NSF). The images received from US are routed to India by folder sequence number. In India, the data input was validated using Esort and sent back to customer.

Declaration

Considering me suitable for the job, the above furnished information is true to the best of my knowledge and belief. I place my thanks with a hope to be interviewed personally.

Thanks and Regards,
[Madhuprasad.R]