

**B. Narender Rao**

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## CORE COMPETENCIES

Risk Management,  
Risk & Controls Self-  
Assessment (RCSA)  
Controls Testing (EBCE)  
Control Design Testing  
Control Performance  
Evaluation  
Issue Management,  
Change Controls Management  
Financial Crime Compliance

**A CISA Certified & ISO 31000 Certified Risk Manager** with analytical, meticulous and quality-oriented professional with an eye for detail;

Targeting assignments in Risk Management, RCSA, Controls Testing, and Issue Management.

**Location Preference: Hyderabad**

## PROFILE SUMMARY

- Offering over **15 years** of experience in **Risk Management, RCSA (Risk and Controls Self-Assessment), Controls Testing (Evidenced Based Controls Evaluation) including Control Design Testing & Control Performance Evaluation, Operational Risk Assessment, Process Deep Dives, Issue Management, Change Controls Management, Transitions Management, Anti Money Laundering (AML), and Financial Crime Compliance.**
- Adept at summarizing, analyzing, and preparing analysis reports in a clear, logical and concise manner.
- Hands on experience on Risk management tool (SHRP), Tableau reporting, Change control center, GSPO tool, understanding of Risk Management Framework (RMF) including 3 lines of defense.
- Adept at assessing Operational risks, Compliance and Model Risks.
- Possess excellent interpersonal, communication & organizational skills with proven aptitudes in team management and planning.

## CERTIFICATIONS

- **Certified Information Systems Auditor (CISA)**
- **ISO 31000 Certified Risk Manager**

## ORGANIZATIONAL EXPERIENCE

**Organization:** Wells Fargo International Solutions Private Limited

**Designation:** Lead Controls Management officer/Vice President

**LOD:** 1<sup>st</sup> LOD

**Team:** Controls Testing & Business Controls Management

**LOB:** Consumer Lending

**Tenure:** Aug'2022 – Till date

### Roles and Responsibilities:

#### RCSA (Risk and Controls Self-Assessment)

- Played an active role in RCSA & Pre-RCSA workshops for RAU-7423 (Home Lending Underwriting Service).
- Actively involved in preparation and gathering of Fact Pack, ORQ (Operational Risk Questionnaire), and Service model data.
- Involved in inherent risk identification and assessment, Controls identification and assessment Residual risk assessment & Response. Played a key role in Residual risk mitigation.
- Involved in aligning MCR (Major Compliance Requirements) to Risks and mapping controls accordingly. Assisted business teams in developing and placing new controls, for control gaps identified during RCSA workshops.

#### Control Design Testing: EBCE (Evidence Based Controls Evaluation)

- Responsible for conducting walkthrough meetings with control owners to understand how the controls are mitigating the risks, MCRs aligned and all the performing and reliant legal entities.
- Assess the effectiveness of the control design by reviewing the assessment dimension questions which include adequacy and completeness, can the control be bypassed, clarity and degree of accountability, sustainability, control placement and suitability of control automation.
- Review of control procedures documented to ensure internal control policy standards are adhered to include control execution steps, monitoring criteria, exception management, evidence of control performance and data validation steps.

- Review of control description adequately detailed following the FRASA principals which is frequency, responsible party, activity, source and action taken of the control are documented.
- Documenting narrative in order to summarize the steps of the control, underlying risk instances, major compliance requirement attributes, upstream and downstream dependencies and rationale explaining how the control ensures consistent and repeatable execution.
- Based on the assessment dimensions assigning the control rating as effective, needs improvement or weak.

### **Control Performance Evaluation**

- As an assessor conducted control performance evaluations to determine whether a control in execution operates to a level of repeatable precision so it can be relied upon to mitigate the underlying risk instance and major compliance requirement attribute.
- Developed test script questions to test the control performance and evaluate the effectiveness of control performance using performance evaluation framework to rate the control performance as effective, needs improvement or weak.
- Prepared EBCE summary report that comprehensively documents the evaluation approach and outcome for each evaluation conducted with control owners, RAU owners, business aligned control teams, business aligned compliance officers, operational risk business oversight officers and shared control users.

### **Issue Management**

- As Front-line controls (FLC) actively involved in issue management life cycle by helping business in conducting root cause analysis and developing the corrective actions for Issues identified.
- Assisting business teams in responding to queries raised by FLIV teams (Front line Issue verification teams) within stipulated timeframes.

### **Change Controls Management**

- As Front-line controls (FLC), actively involved in reviewing and providing governance approvals on material changes for front-line control procedures.
- Actively providing guidance and assistance on defects identified within change requests submitted by business teams.

### **Transitions Management - Global Delivery Enablement**

- As Front-line controls (FLC), played a key role in transitions management by conducting risk reviews on the scope of work being transitioned to I&P from Stateside business.
- Conducting scope creep checks on scope of applications included within the transitions.
- Developed checklists for New/Change/post transitions risk reviews.
- Prepared weekly transition and post transition summary reports for leadership.

### **Process deep dives**

- Conducted Process Deep Dives and suggested control improvements.
- Process deep dive is an end-to-end effort to understand a specific process, risk and control nuances, make connections for processes performed in India & Philippines and help identify potential control improvement opportunities. Prepared Service Models (Process flow charts) for the process deep dives conducted.

### **Reporting & Governance**

- Preparation of Daily, Weekly and Monthly reports for Senior management and Stateside partners usage

**Organization:** Cognizant Technology Solutions India Private Limited  
**Designation:** Team Leader  
**LOD:** 1<sup>st</sup> LOD  
**Team:** Financial Crime Compliance  
**Project:** Wise Payments Limited  
**g\Tenure:** Sept'2021 – Aug'22

**Roles and Responsibilities:**

- Responsible for the team size of 20 members, delivery of business without impacting the SLA/TAT.
- Conducting the performance reviews and appraisals for the staff and guiding them with the required action plans for their development.
- Conducting analysis of daily/monthly metrics to track performance of individual team members over time to evaluate performance, learning, and capability.
- Responsible for effective implementation of CDD/EDD/Screening standards, guidelines, policies and procedures as per client requirements.
- Actively involved in migration of Sanctions and PEP screening process which includes recruiting, training, ramp up plan, determining SLA's (productivity and Quality).
- Escalate any process related ambiguities to the client managers for clarification.
- Team's capacity planning and forecasting for every week and maintaining the team's productivity and utilization.
- Planning process training/cross trainings to staff (existing/new) to improve performance.
- Attended the Load/Variance meetings to discuss the variance/planning in the team on weekly basis.
- Monthly rooster planning, in order to arrange the staff, to provide the coverage as per the business requirement, during the weekends.

**Organization:** JP Morgan Services India Pvt Ltd  
**Designation:** Team Lead  
**LOD:** 1<sup>st</sup> LOD  
**Team:** Renewals & Remediation  
**Domain:** Corporate Investment Banking  
**Tenure:** Feb'2018 – July'2021

**Roles and Responsibilities:**

- Understanding and implementation of AML and CDD standards, guidelines, policies and procedures.
- Contacting the onsite teams/RM in case of missing documents, CDD documents and providing the team with required information to complete the request.
- Escalate any process related ambiguities to the onshore managers for clarification.
- Monitor all processes mailboxes and act according to the set procedures and stipulated timeframes.
- Identify potential areas for process improvements and highlight the same to the Managers and Assurance Team, to obtain approvals.
- Provide the relevant status reports on a daily basis to the managers and onsite counter partners.
- Helping the project managers with the required information about the process, systems and other data.

**Organization:** Deloitte Touché Tohmatsu India LLP  
**Designation:** Senior Analyst  
**Team:** Remediation & Renewals  
**Project:** Wells Fargo Project  
**Tenure:** April 2017 – Feb 2018

**Roles and Responsibilities:**

- Conducted AML verification checks on all existing clients in accordance with relevant laws, rules and regulations, and firm policies as appropriate.
- Investigated ownership and control of the client to identify all ultimate beneficiaries and possible PEPs for risk management purposes.
- Provided advice to the business in order for them to obtain information and documentation required to ensure compliance with relevant Anti-Money Laundering laws, rules and regulations.
- Conducted quality checks by reviewing the cases completed by analysts, to ensure no lapses are found in Client records.
- Investigated the client's background utilizing all available internal/external systems, to develop a full picture of who the client is and whether any high-risk factors are revealed.
- Mitigation factors were obtained from Primary LOB if any material negative news identified.
- Liaised and coordinated with various LOB teams as necessary regarding client remediation process.
- Assisted with the ongoing maintenance of client information and documentation.

**Organization:** Deloitte US India Offices  
**Designation:** Analyst  
**Team:** Risk & Compliance  
**Tenure:** Nov 2013 – Nov 2016

**Roles and Responsibilities:**

- Responsible for strategic, confidential and regulatory driven operations including independence assurance of the firm.
- Trained new joiners regarding client data verification through conducting research and presenting information to Lead Client Service Partners (Engagement partners).
- Conducted quality check by reviewing the reports prepared by analysts to ensure the reports are comprehensive, compliant and suitable for use in the client on-boarding decision-making processes.
- In each of the client record the parameters captured were Legal names, Alias names, Legal/Registered address, physical addresses, country of domicile of entity, country and date of formation of entity, Identify source of capital, Identify source of funds, entity type (public, private or Government), NAICS codes, Geographical location of entity and its subsidiaries and significant operating countries, major clients, products and services, business description, ownership structure, key controllers, account controllers, and total annual revenues and total assets.
- Also performed research in the databases like (Hoovers, OneSource, Infomart, Merger Market, Office of the Superintendent of Bankruptcy Canada (OSB), Bloomberg, Equifax, D&B, World-Check, First Pass, LexisNexis, Factiva, Newscan, Canadian Securities Administrators, US SEC and identify any derogatory information like Bankruptcy, Lawsuits, Fraudulent Activities, Money Laundering activities, etc.
- Also performed research on business activities of the (Parent Company/Major Shareholders) and their Company's Key Management Personnel like President, Chief Executive Officer, Chief Financial Officer etc., i.e. C-level Executives. Identified if there were any PEP's and High-risk PEP's.
- Prepared Risk Summary Report, in case of any material negative news in the screening process, tried to mitigate the risk.
- Coordinated with partners and senior managers through e-mails and call conversations and in resolving queries within a stipulated time frame.
- Periodic renewals were conducted based on risk rating of the clients.

**Organization:** Thomson Reuters  
**Designation:** Associate Research Analyst  
**Team:** Client Data Profiling  
**Tenure:** April 2011 – Oct 2013

**Role and Responsibilities:**

- Accomplished meeting departmental quality metrics in maintaining accuracy over the research processed and presented process expertise in accurate completion of Adhoc projects.
- Coordinated with various departments such as US and HGC teams through mails as well as calls in order to meet the organizational goals in a stipulated time frame.

**Highlights:**

- Engaged in developing Entity profiles which included capturing of Legal names, Alias names, Legal/Registered address, physical addresses, country of domicile of entity, country and date of formation of entity, entity type (public, private or Government), NAICS codes, Geographical location of entity and its subsidiaries and significant operating countries, major clients, products and services, business description, ownership structure, key controllers, account controllers, and total annual revenues.
- Carried out Secondary research by gathering financial and business information by using internal and external research resources such as Sec filing, Annual reports, company websites and financial reports
- Carried out data extraction for entities using secondary sources such as Hoovers, Bloomberg, OneSource, Thomson Research.

**Organization:** Data Monitoring Venture/Global Data  
**Designation:** Researcher  
**Team:** Company profiling team  
**Tenure:** May 2010 – April 2011

**Role:**

- Engaged in designing and assisting in the development of tools to ensure that the necessary data is to be captured while profiling reports for Business Review Team (BR) which includes writing Company Overview, Employees Biographies, Tagging Products and Services and other basic report writing skills.
- Analysed the market share of country as well as company and worked on company profiles, industry and sector reports
- Drafted company information that provided detailed business and financial information of management, locations, product, sales & services
- Timely escalation of process/ technical issues & challenges faced.

**ACADEMIC DETAILS**

- 2010 Post Graduate Diploma in Management from Badruka Institute of Management Studies, Hyderabad.
- 2007 Master of sciences, Sri Sathya Sai Institute of Higher Learning, Prasanthi Nilayam, Puttaparthi.
- 2005 Bachelor of sciences, Sri Sathya Sai Institute of Higher Learning, Prasanthi Nilayam, Puttaparthi.

**PERSONAL DETAILS**

Date of Birth: Dec 27, 1984  
Languages Known: English, Hindi, and Telugu.  
Address: Flat No.201, Gangothri Nakshatra Apartments, Alkapoor Township, Manikonda, Hyderabad - 500085,