

RENJITH K

SENIOR PROFESSIONAL

Operational Risk & Controls Management, Governance Risk & Compliance, SOX, Internal Audit, Risk Management

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CORE COMPETENCIES

- Operational Risk & Controls Management
- Compliance & Regulations
- Stakeholder Engagement & Management
- Process Governance / Internal Audits
- Risk & Controls Self-Assessment (RCSA)
- Project Transitions
- Internal Auditing / Internal Control Testing
- Risk Advisory Services / Consulting
- BCP / DR Planning & Testing
- People Management
- Vulnerability Assessment
- IT Security
- Governance Risk & Compliance
- Third Party Risk Management)

CERTIFICATION & TRAINING

- Certified Information Systems Auditor (CISA)
- Green Belt Trained

EDUCATION

- 2005: MBA (Marketing & Finance)** from School of Management Studies, Cochin University of Science and Technology
- 2002: BBA** from University Institute of Technology, Kerala University, Alappuzha

PROFESSIONAL AFFILIATION

- Member of Institute of Internal Auditors Madras Chapter
- Member of ISACA, Chennai Chapter

PROFILE SUMMARY

- Offering **nearly 16 years** of extensive experience in rolling out risk policy framework, strategy, processes & procedures globally and implementing process improvements to reduce risk exposure, increase revenue or control cost
- Performed **end-to-end internal audits** at Barclays Global Service Centre Pvt. Ltd.; State Street HCL Services Ltd. and so on in coordination of various external audits such as **ISAE 3402, CMMI SVC and SOX**
- Played a key role in designing systematic process for annual & quarterly audit scheduling based on a company-wide risk assessment and interaction with senior management with focus on ensuring accomplishment of department's audit plan & complete audit coverage
- Expertise in defining & implementing data governance frameworks, **critical system assessment framework, asset valuation & quantitative Security Information & Event Management (SIEM), security incident response framework, data loss prevention control framework**
- Exposure in successfully executing** following consulting responsibilities:
 - Structuring & delivering value-based services for clients across engagements
 - Building innovative & practical IT process control frameworks**
- Expertise in **Fraud Investigations, Sarbanes – Oxley Act (SOX) and Vendor Governance & Third-party Risk Management and Project Transitioning**
- Managed controls **designing & testing** under IT General Control (**ITGC**) as per the Sarbanes Oxley Act and RCSA; skilled in SAS, SQL and Data warehouse concept
- Possess knowledge of the **Institute of Internal Auditors' International Standards** for the Professional Practice of Internal Auditing and Code of Ethics
- Implemented a risk management framework**, identifying & mitigating risk, providing insights on risk management, conducting risk & control assessments and identifying impediments in the achievement of risk objectives of the organization
- Directed broad range of corporate IT initiatives through planning, analysis, **liaising with the Global Program Teams** to implement all key operational risk components/ programs

Leadership & Value

- Effective in high-profile executive roles:** Overcome complex business challenges and make high-stakes decisions using experience-backed judgment, strong work ethics and irreproachable integrity
- Consistently deliver Mission-Critical results:** Driven by a visceral "hard-wired" need to innovate. Gifted with the vision, determination, and skills needed for building culture, nurturing talent & enhancing business
- Respect and Leverage Human Capital:** Motivate, mentor and lead talented professionals. Live the culture and lead by example. Direct cross-functional teams using interactive and motivational leadership

WORK EXPERIENCE

Dec'16 - Present: Barclays Global Service Centre Pvt. Ltd., Chennai

Growth Path / Deputations

Dec'16 – Dec'19: Assistant Vice President - Chief Control Office, Barclays International Operations

Dec'19 – Till Date: Assistant Vice President - CCAR CFO Attestation Control Testing, Barclays International Operations

Role:

As Assistant Vice President - CCAR CFO Attestation Control Testing, Barclays International Operations

- Managing the assigned transaction Testing (Conformance with Instructions and data Accuracy) process which includes the oversight of the scheduling and conduct of walkthrough
- Attending meetings with all the relevant stakeholders, selection of appropriate samples for testing, appropriate reporting of all issues identified/observations made and recommended remediation and communication of results to all relevant stakeholders



- Leading the assigned Control Testing Process which includes the oversight of the scheduling and conduct of walk-through Meetings, review and challenge of the design of process and controls and supervisory review of testing in line with firms policies and standards
- Assisting the senior management in planning, budgeting, scoping, execution and delivery of CCAR Testing Plan
- Maintaining full appropriate documentation that is auditable; reporting and communicating all assessments to the appropriate personnel
- Providing training and guidance related to transaction, controls testing and current regulatory developments; evaluating issues remediation documentation
- Maintaining strong and collaborative working relationship with Audit, Compliance, and Risk Management

As Assistant Vice President - Chief Control Office, Barclays International Operations

- Managing controls testing under IT General Control, SOX (Sarbanes Oxley), RCSA (Risk and Controls Self-Assessment), Operations Stakeholders and Onshore CCO Team; **reporting of Control Dashboard to Leadership Team on an agreed frequency**
- Ensuring Segregation of Duties (SOD) are defined and followed in the system; rulesets are reviewed and updated at regular intervals; checks are performed & evidences stored for future reference
- Managing controls for Business Critical (BC) & Non- Business Critical Applications (Non- BC) applications
- Interfacing with Testing Leads, Ops RCO Leads to agree the testing schedule; process specific Risk & Control Officers and SMEs to produce:
 - Design Effectiveness Test (DET) scripts and expected results
 - Operational Effectiveness Test (OET) scripts and expected results
 - OET - Sample Testing
- Spearheading complete internal audit engagements from initial kick-off meeting to final audit report presentation
- Updating Risk Register; presenting various BAU related reports to the C-Suite on a monthly/ quarterly basis
- Coordinating with:
 - Process Owners and RCO Leads to agree the ineffective controls and the associated management response on the actions for remediation
 - Control Testing leads to enhance and develop the Control Testing methodology and ensure alignment with the long term RCRM RMF objectives
- Monitoring effectiveness of the controls (RAG status) and administering Operating Effectiveness (OE) & Design Effectiveness (DE), ensuring SOC2 reports are received & reviewed from assurance perspective
- Engaged in reviewing client pitching deck, client risk assessment, scoping of audit, scheduling, work plan and client document request list
- Performing quality reviews of test templates of each team member to ensure quality of the testing performed
- Collaborated with C-Suite executives to develop quality measurement improvement metrics for process improvement workflow
- Played a key role in application controls testing, infrastructure reviews on database and operating system security
- Evaluating IB Ops & Corporate Banking processes like KYC, Account Onboarding & Servicing to identify the key controls
- Executing DET and OET scripts with process specific Risk & Control Officers and SMEs
- Delivering final results through reports to the Ops management to provide assurance over the operation of key controls or to identify areas of improvement like ensure documented Limits of Authority Log remediation points in the central remediation tracker

Aug'15 – Dec'16: State Street HCL Services Ltd., Tidal Park, Coimbatore as Senior Manager, Coimbatore Risk Head - Enterprise Risk Management (Risk & Compliance, Information Security & Business Continuity Management)



Highlights:

- Developed the Process Risk Framework for operational risk Management and put in place appropriate audit steps starting from risk identification to continuous monitoring and assurance
- Conducted process reviews & risk assessment for various processes, identified risk and prepared risk profile; based on risk assessment, prepared risk mitigation plan and recommended controls
- Managed timely execution of risk-based controls testing process in accordance with the State Street Monitoring Testing Plan
- Evaluated & validated the RCM's & Control documents to ensure adequate controls documented
- Performed incident management through doing root cause analysis (RCA) to ascertain whether it's control design inefficiency or operating ineffectiveness of controls, and accordingly prepared/validated corrective & preventive action plan
- Conducted information security audit on periodical basis (covering various general controls like Access Recertification, Password control, Key fobs control, Call Tree test, Physical Security audits etc.), And ensuring compliance with Corporate Information Security Policy, and other BCP & DR requirements
- Reviewed the BCP and BIA plans of various processes and units as per standards and ensured its compliance
- Organized monthly connects with Delivery Heads for discussion on key risks and audit caps and shared ongoing status updates with Risk Operations Committee
- Performed:
 - Testing under Sarbanes Oxley Act for applicable processes
 - Testing regulatory compliance controls to determine compliance with regulations, policies and procedures
- Reviewed adequacy of internal control design, perform independent control assessment and testing and identify reportable issues and risks and process and control design improvements
- Rendered support to the Operation Managers to maintain the matrix of internal processes and the required controls for functional areas
- Managed internal tools relating to corrective actions from audits, regulatory compliance
- Partnered, collaborated and liaised with State Street Enterprise Risk Management Team to provide on policy compliance and overall control environment within SSHCL
- Led relationship with stakeholders, functional area managers and teams

Highlights:

- Rendered assistance to Citi businesses for the execution of third-party risk management activities, including:
 - Quality control reviews of Citi's Management Plans for higher risk third-party relationships
 - Data quality reviews of Citi businesses' Exit Strategy Plans
 - Reviewing a third party's execution of business process requirements in accordance with operating procedures
- Evaluated results of third-party risk monitoring activities providing credible challenges to, and quality checks of, such results
- Performed quality assurance and quality control reviews for third party risk management activities and provided credible challenges to accountable / responsible parties
- Monitored progress on agreed upon third party remediation activities and escalate issues as necessary
- Interfaced with Third Party Officers (TPOs) and Business Activity Owners (BAOs) to provide guidance on policy compliance and overall, third party risk management requirements
- Conducted onsite third-party visits to assess compliance with Citi bank policies and standards, where appropriate
- Provided input and supported for the reporting of third-party related metrics

Feb'10 – Mar'15: Tata Consultancy Services BFSI BPS, Chennai

Growth Path

Feb'10 - Jun'14: Manager

Jun'14 - Mar'15: Senior Manager – Capital Market Cluster, Process Risk Review, Delivery Excellency and Risk Management Unit



Highlights:

- Acknowledged with:
 - Client appreciations and buy ins for the risks identified and highlighted through the process reviews done for the various capital markets units and controls recommended and implemented
 - Appreciation from senior management for consistently releasing the audit reports within the timeframe mandated by the risk manual
- Conducted the Risk Review Committee and highlighted all the risks which derived through various reviews for capital market accounts
- Conducted classroom sessions and by designing the Web based trainings to spread the awareness within the organization about the internal controls and operational risk
- Accomplished OCC Discovery review covering the processes managed by TCS
- Coordinated the various audits such as ISAE 3402, CMMI SVC and SOX for capital market units
- Investigated fraud instances or any attempts towards fraud by the units and reporting it to the senior management

Aug'07 – Jan'10: AXIS Bank, Chennai as Regional Risk Manager – Credit Cards & E. Com Frauds Tamil Nadu & Kerala



Highlights:

- Initiated and standardized pre-disbursal sampling process for credit cards
- Established process & procedures for customer dispute resolution
- Engaged in dispute recovery made stands at INR 15 Lakhs for the region
- Recognized with:
 - **Achievers Award** for designing audit strategy & process metric controls and enhancing TAT, SPAN & quality of verification reports
 - **Recognition Award** for topping the Risk Policy exam for credit limits authorization

Jun'05 – Aug'07: ICICI Bank Ltd., Chennai as Area Risk Manager – Credit Cards, Merchant Acquiring & E. Com Frauds. Chennai & ROTN



Highlights:

- Successfully won the biggest ever Credit Card Skimming Syndicate across Asia Pacific vis-à-vis High value Charge backs on International Card transactions with immense help from Central crime Branch - Chennai Police
- Led end-to-end fraud investigation wherein the police arrested 12 fraudsters across India including a South Korean and all related accomplices
- Recovered 300 White counterfeit/skimmed plastics, 8 palm sized skimmers and all gadgets employed in a skimming operation
- Acknowledged with **Certificate of Appreciation** from ICICI & VISA top management for the same
- Accomplished an NRC Case and recovered INR 3,50,000 from the offender within less than turnaround time and received **letters of appreciation** from Blue Dart Courier Regional Head and from the seniors of the Bank
- Achieved dispute recovery rate 100% for NRC cases
- Reduced the sampling cost from INR 90 per case to INR 72 per case and achieved a fraud-hit rate of 15% (May 2005 - May 2007)
- Received invited twice by Police Training College, Chennai for conducting a session on credit card frauds as the part of their 3-day training on Economic offences
- Single-handedly initiated the process of email verification for credit cards- an industry first

PERSONAL DETAILS

Languages Known: English, Malayalam, Hindi and Tamil

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