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### **Summary**

CISI certified Investment banking professional with 9.7 years of experience, specialized in Income, Reconciliation, Fund Accounting, Business Remediation and Client delivery Management.

### **Experience Profile**

**Current Organisation:** State Street HCL Services (SSHS)

**Duration:** Jan 2014 till date

**Current Designation:** Associate Manager

### **Career Progression**

- Jan 2014 - Joined as **Analyst** in Income Team.
- June 2015 - Promoted as **Senior Analyst** in Income Team.
- May 2016 - Promoted as **Specialist and** took responsibility for team of 8 that handled Day zero and Past due Income
- January 2018 - Promoted as **Team Leader** took responsibility for team of 21 that handled Past due Income and Global Custody Income Inquiries
- June 2019 – Lateral Movement to Project Management Role as a **Project lead** for Institutional client's remediation project
- October 2020 – Promoted as **Associate Manager** and took additional responsibility of a project "Asset owner's Client KPI reporting"
- Awarded with **O4** recognition for Consistent performance under O-Infinity. *O-Infinity League is an exclusive group formed for super achievers in HCL who have received topmost ranking for two or more consecutive years. O4 represents 4 consecutive years in the league.*

### **Project Management**

**Role : Associate Manager**

**Project : Client KPI Reporting**

**Core Vertical : Client Delivery Management**

- Responsible for monthly sourcing, processing and reporting of KPI for all functional units across globe, to client servicing units.
- Collaborating with technical teams for development of client KPI dashboards.
- Managing the review process of the project (Tableau)
- Engaging the key stake holder of Asset owner operations.
- Direct reporting to Global Delivery Head on all the KPI parameters of the project.
- Strategic Planning and Execution of control and Ideas (Lean)
- Tracking the action plan across functional units
- Handling Performance appraisal for the teams and conducting periodical review with the teams

**Role : Project Lead**

**Project : IIS Remediation**

**Impact Size : 250+FTE's approx.**

**Core Vertical : Fund Accounting operations of Institutional Clients**

- Representing the overall business model and remediation process for withholding a business transformation (250+FTE's)
- Holding daily error calls and dispute sessions for processes spread across bank.
- Escalations to parties impacting funds' performance and closure.
- Publishing daily delay analysis for factors impacting fund closures
- Conducting training & workshops on Income and Fund accounting operations
- Responsible for query management and daily MIS/dashboard maintenance.
- Spoc for monitoring and remediating Misdirected/Inadvertent queries across verticals.

### **Operational Management**

**Role : Team Leader**

**Process : Global Income Inquiries and Past Due Income**

**Team Size : 21**

- Monitoring of the process KPIs and adherence to SLA
- Preparation and validation of MIS and various reports including Monthly Governance Report, SLA report, System Down time tracking and Head count validation
- Conducting Performance Appraisal of the team
- Monitoring Over time in each process and Team utilization calculation in each process
- BCP Strategy Planning and Quarterly testing for each process
- Conducting process Baselining
- Received accolades for effectively handling the Business Continuity during the DR situations.

**Role : Team Leader**

**Process : Past Due Income**

**Team size : 8**

- Allocation of work/volume for daily reconciliation and review
- Reporting weekly MIS to onshore and management
- Attendance and Leave management of the team
- Preparation, maintenance and annual validation of process SOPs
- Handling queries asked by counterparts from onshore teams
- Understanding and addressing the training needs of the team by ensuring cross training
- Conducting performance appraisal of the team
- Creating & amending, Process value stream mapping for entire Income using MS Visio.

**Role : Specialist**

**Process : Income CoE (Prepay, Factor recon, Day Zero and Past dues)**

- Adjusting accounting records based on Bloomberg feeds on Day -1.
- Settlement of Income receipts and Principal trades on day zero.
- Reconciliation of factor rates and trades causing position breaks.
- Accountable for the effective research, coding and follow up of all past due income breaks
- Extended Research Involving Corporate actions and trade reversals.
- Centralized Funds list management and reporting to oversight.
- Authorized reviewer of all the functional units within Income.
- Major contributor to Robotic process automation project for Global Income operations.

**Tools:**

*MCH, Fund Monitor, TLM, Bloomberg, Euroclear, IDC, MDS, DTCC, VISIO*

**Transition Experience**

- Headed transition of Gold rated Process, Global Income Inquires from UK SSB to SSHS
- Headed multilateral transition of Income process from EMEA & APAC SSB to SSHS.
- Part of Transitioning Day zero Income settlement process from Syntel to SSHS.
- Part of pilot process which was moved from SSB Boston to SSHS, Factor Reconciliations.
- Part of pilot process which was moved from SSB Boston to SSHS, USIS Past due Income.

**Certifications**

- Investment Operations Certified from CISI
- Certified Lean Practitioner from State Street HCL Services

**Previous Organisation**

BMA Wealth Creators Limited, Coimbatore  
May 2012 – Dec 2013

**Role: Relationship Officer**

- Joined as a Dealer in Treasury management team by May 2012 and was responsible for monitoring daily cash management of the branch. Reporting cash positioning and forecasting to head of treasury. Maintaining the daily cash disbursement ratio and reporting gain/loss.
- Promoted as Relationship officer by June 2013 and was responsible for collaborating with clients/potential clients towards their active trading with the firm. Receiving & reconciling KYC documents and creating client codes for them. Conducting technical analysis of client's portfolio and training sessions to clients in order to boost them for trading. Meeting financial targets set by the management. Attending Escalations and Grievance settlement.

**Academic Qualification**

Year	Qualification	University/Board
2012-14	MBA (IB)	Bharathiar University, Coimbatore
2009-12	B.Com (IT)	Bharathiar University, Coimbatore
2009	HSC	Tamilnadu State Board of Education
2007	SSLC	Central Board of Secondary Education

**Personal Information**

Languages known : Tamil, English, Malayalam, Telugu  
Marital Status : Married  
Passport : Yes  
Passion : Pet Care