



DEEPA K R

Team Leader

Contact

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Skills

Project management
Consumer banking specialist
KPI Dashboards & Scorecards
Compliance, banking laws and regulations
Data mining & Analytics
User Acceptance Testing(UAT)
Enterprise implementations
Risk management
Require gathering & Analysis

Software

EBBS
E-Branch
E-Opal

A Proficiently skilled distinctly focused Team Leader excelling with 8 years of experience in Banking Operations & Cash Management. Possessing a profoundly distinctive financial acumen, strategic banking skills, problem solving, analytical & technical skills. A strong facilitator adept at working cross-departmentally with co-management, building positive rapport, inspiring trust and guiding teams towards achievement of organizational goals. Thereby, aiming to strengthen a career in with a motive to utilize all the gained knowledge and skills for the betterment of the organization.

Work History

**2019 – Nov
16th 2021**

2014 – 2016
Officer

Dubai OTT Call
back process

2016-2019
Senior Officer
(Checker Role)

Initiated
migration
process of
African
Countries and
self-
volunteered
Zimbabwe
process which
include OTT
Manual and
Work flow.

Team Leader, Cash Management Services

STANDARD CHARTERED GLOBAL BUSINESS SOLUTIONS

- Adept at performing banking operations effectively and efficiently, coordinating with various members in the team and managing the various process in banking operations.
- Identified operational issues and devised goals and plans to address them.
- Spearheaded an initiative to increase TAT to boost customer interest resulting in client satisfaction and stake holders.
- Profound knowledge about international, local payments and settlement arrangements, through understanding of swift.
- Maintained operational efficiency with proactive oversight and corrections.
- Developed efficiency in enhancing workflow/process improvements, resulting in implementing Straight Through processing (STP) project for MT103 and MT202 type payments.
- Managing banking operations inclusive of African payments (ITT/OTT/STS/BT) handling 7 countries with agreed TAT in the SLA.
- Call back process in OTT UAE where direct contact with customers and confirming payment details abiding the structured classification of questions.
- Reconciliation for all products/process completed on same day with no exceptions
- Provide on the job training to all new comers and participation in new migration as salary payments in GIS convertor application.
- Following the process/procedure of the bank and ensuring the compliance to rules and regulations of the bank.
- AML procedure to be compiled with and all reporting as per policy within the agreed time frame/Escalate any suspicious activities.
- Monitor operational risks legal and compliance requirements and take suitable measurements to mitigate.
- Responsible for audit and risk control standards

- associated with all products.
- Ensure adherence of all controls and procedures as mentioned in DOI
- Coordinating and reviews of process related documents such as DOI, SLA.KCSA checks.
- Managing customer centric operations by prompt reply to queries and handle transactions in exception cases and solve the cases with mutual rapport with support team.
- Daily Perform of Cash Management Requests
- Supporting and allocating resources to ensure smooth working on BCP day.
- Completing E-learning assessments before due date. Process risk review for the unit must be reviewed within agreed span.
- Proactively participated in migration process and identified deviations which followed from other African countries.

PROJECTS

- Completed in depth analyses for business optimization projects , reporting tools, back office programs and payment processing apps
- provided executives with analytics and decision support tools used as the basis for re organization, consolidation and relocation strategies
- Partnered with support team to automate manual processes, saving time and money while decreasing errors.
- Performed quality assurance, system integration and user acceptance testing facilitating on time, on budget and acclaimed go live of enterprise implementations.

Education

2010 - 2012	MBA: HR & Finance <i>Bhilai Institute of Technology - Chhattisgarh</i>
2007 - 2010	BA Economics: Foreign Trade <i>VTB College - Kerela</i>

Accomplishments

Honored with "Star of the Month" award for continuous excellence at work.