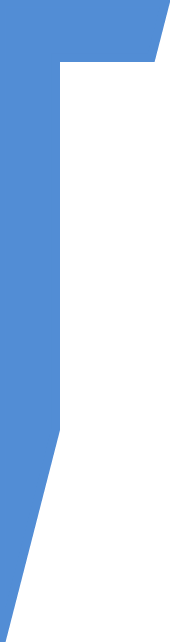
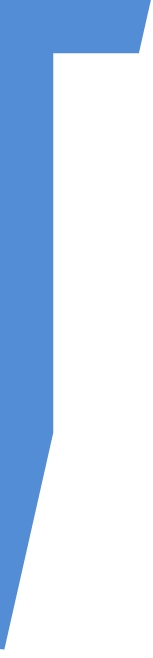
**CHANDRASHEKAR KRISHNAMA RAJU**

**Phone:** 09003027215/09444493125; **E-Mail:** jmcraju@gmail.com

**Address:** 105, Kamakshi Nagar Main Road, Valasaravakkam, Chennai -600087, TN

Extensive operations, risk & capital market background in multi-cultural environments; evolved & executed strategies that met the organizational objectives

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Merit of being associated with renowned financial service groups like **State Street, Northern Trust, Deutsche Bank Group, JP Morgan Chase**



**PROFILE SUMMARY** 

* Dynamic career of nearly 16 years inclusively nearly 3 years of entrepreneurial experience in achieving Risk Management and Operations Management objectives in BFSI industry
* Proven track record in directing cross-functional teams by using interactive and motivational leadership skills with an equal desire to win
* Leveraged skills in performing activities entailing operations of banking & financial process, reconciliation and managing operational risk of varied portfolios
* **Comprehensive Operational Experience** of US / EMEA Markets in Equity, Fixed Income, Foreign Exchange, Private Equity and Mutual Fund
* Enterprising leader with a record of contributions that invigorated risk, heightened productivity & enhanced internal controls:
* Evaluating & redesigning of risk management structure including devising of new appetite / framework / policy; developing new risk identification, assessment and reporting process
* Drafting & implementing contingency & continuity plans to ensure smooth operations for attainment of company’s objectives in coordination with leadership, stakeholder and lines of business
* A forward thinking person with excellent communication, leadership & time management skills; exceptionally well organized with a track record that demonstrates self-motivation & creativity to achieve corporate & personal goals



**KEY SKILLS** 

**Risk Management**  **Operations Management**  **Strategic Planning**

**Process Improvement**  **Project Management**  **Stakeholder Management**

**Compliance Management**  **Transition Management** **Team Management**



**Certifications and Workshop**

* **Certified Risk Professional from BSI** (ISO 31000 and ISO 22301 | certificate number - **ENR-00308802**)
* **Operational Risk certification from CISI** (Membership Number - **12025552**)
* Workshop on **Service Organization Controls No.1 & 2** (SOC 1 and SOC 2) by Grant Thornton-USA
* TMA from HCL (Transition Management Academy) on **ASSETTM** methodology



**Notable Accomplishments Across The Career**

* Bagged:
* O-Infinity Award for consecutive best performance in 2013-14 and 2014-2015
* Best Manager of the Year Award in 2014
* Spirit Award in 2008
* GEM of the Quarter Award in 2006
* Employee of Month Award in 2004
* Merit of heading global audit migration and conversion of business at offshore entities
* Managed various interdependencies during process transition involving project management, legal & risk approval, recruitment and logistics
* Participated in BPM engagement and independently performed risk and control self-assessment (RCSA) for securities and custody operations business
* Secured appreciation from the management for implementing Controls Review and Testing program
* Actively spearheaded the third party risk management and material risk identification program for the organization
* Improved the operations management by creating redundancies through lean initiatives
* Played a key role in resolving client issues through governance and stakeholder management

**WORK EXPERIENCE** 

**Since Sep’13 with State Street HCL Services, Chennai as Senior Manager**

**(Custody Operations)**

**Key Responsibilities and accomplishments:**

* Responsible for Operational Risk management, Information Security, Compliance and Business Continuity functions at SSHCL locations
* Provide additional oversight to Enterprise Risk Management for State Street HCL Services India Operations
* To conduct Operational **Risk Reviews & Audits** and report findings
* Review & validate the **RCM’s & Control documents** and provide the findings to stakeholders
* To perform periodical **Process Control Testing** (Monitoring & Testing of Control) to check & ensure the controls documented in RCM’s are deployed in day-to-day operations and check for its operating effectiveness
* To conduct **HR audits** on Recruitment & hiring process based on corporate HR hiring policy
* To ensure **Client & Regulatory Compliance** of organization with respect to applicable policy, standards, and guidelines prescribed in Master Service Agreement & Service Level Agreement
* To engage and perform other regulatory exercise based on client requirements like **Third party risk management program, Material Risk Identification**, **Business Continuity, Resiliency Test** and so on
* To provide required reports to relevant stakeholders as per defined periodicity
* To act as operational risk, information security, compliance and business continuity liaison and ensure effective alignment among these functions
* To present Risk and Compliance Management Framework to visiting clients
* To undertake special assignments as directed by the Management
* **Incident & Claims Management -** performed root cause analysis (RCA) to ascertain whether the gap is due to control design inefficiency or operating ineffectiveness of controls
* Managed risk functions for major portfolios within the JV and have performed risk reviews for various business functions like Reconciliations and Transaction processing
* Headed complete vendor-to-vendor transition and project management for internal reconciliation (Mutual and Pension Funds) operations for the Joint Venture

**Oct’07-May’09 with Northern Trust, Bangalore as Section Manager**

**(Private Equity Operations)**

**Key Responsibilities and accomplishments:**

* To manage operations covering People, Process and Technology risk; including implementation and testing of DR strategies
* Recruitment Handling, Performance appraisals; Coaching and providing feedback to team members
* Managed a team of 35 members, where the teams were engaged in Market Value (MV) Calculation and Reconciliation processes
* Participated in FED audit and it was demonstrated to the auditors that the business was operating in control environment
* Formulated quality initiatives ensuring accuracy & speed for the better performance of the team

**Previous EXPERIENCE** 

**Jun’05-Sep’07 with Deutsche Network Services (Deutsche Bank Group), Mumbai as Team Manager**

**(Securities and Custody Operations)**

**Nov’03-May’05 with JP Morgan Chase, Mumbai as Team Member-Forex Operations Department**

**Oct’02-Nov’03 with Hewlett-Packard, Bangalore as Financial Assistant-Treasury Accounting Department**

**Aug’01-Aug’02 with Stream Tracmail Pvt. Ltd., Mumbai as Support Service Representative / eCRM Executive**



**ENTREPRENEURIAL EXPERIENCE** 

**Apr’10-Feb’13 with Citius Financial Services, Mumbai as Entrepreneur**



**EDUCATION** 

* Post Graduate Executive Program in **Finance and Management** from **Great Lakes Institute of Management (Batch 2016-2018)**
* M.Com. Part 1 from **Mumbai University, Mumbai** in 2004
* B.Com. (Financial Accounting & Auditing and Computer Applications) from **University of Mumbai, Mumbai** in 2001



**Academic Achievements** 

* Merit of receiving scholarship for securing:
* 3rd position during B.Com. (First Year)
* 2nd position during B.Com. (Second Year)

**IT Skills** 

* Comprehensive **knowledge of MS Excel (Advanced), MS Word and MS PowerPoint**



**PERSONAL DETAILS** 

**Date of Birth:** 9th January, 1981

**Languages Known:** English, Hindi, Marathi and Telugu

**Personal Strength:** Self-Motivated, Leadership skills, Communication, Ability to work with various people including Senior management in a matrix structure