

Pankaj Shivankar

Cell: +91 8669118581/8983339465

Email ID: pankaj.shivankar@gmail.com

OBJECTIVE:

I want to succeed in an environment of growth and excellence to meet personal and organizational goals.

CORE COMPETENCIES:

Working as part of a team within a fast-paced environment in the financial services industry dealing with clients, analysts and schedules.

Professional Experience: (10 years)**1. Atos Syntel (Oct-14 to till date)**Share and cash Reconciliation

Designation: Associate Team Lead/Senior Associate (Jan-20 to till date)

Work Profile & Responsibilities:

- Reconciling the securities and cash on daily basis and rectify the discrepancies for stock (custody and accounting).
- Work on Corporate action, Bond, and trade settlement on accounting side.
- Fractional shares booking on Accounting side with help of Bloomberg factor.
- Trade booking on accounting side for coupon bond issues.
- Co-coordinating with different teams like Corporate Action Team, Income Team, Expense Team, Trades Team, Derivative Team.
- Identifying the transactions that are outstanding in the recon and assigning them accordingly to the given responsibilities.
- Investigating those breaks that remain unidentified and assign them accordingly. Reaching out to custodian if required to understand them correctly.
- Work as internal reviewer for team and check work for all team members.
- **Other Responsibilities:**
 - Preparing MIS reports on daily, weekly and monthly basis as per requirement of higher management.
 - Taking care of important reports for the process such as monthly performance report, prepare monthly incentive plan file, Employee details, leave tracker, call tree, transport roster, customer feedback register, Training data and share with leadership and client.
 - In WFH condition, put extra-ordinary efforts to complete urgent and critical client project. Always ready to support team in any manner by working beyond shift hours.
 - To ensure all work is done as per SLA and we fulfill all the condition of SLA.

- Contribution given to complete the LEAN project to reduce the paperwork and time.
- Responsible client, management and team queries. Provide support on emails and calls.
- Mentor for new joiners. Raise required access and keep track.
- Allocating trainings between team, plan and arrange soft skills and domain trainings for the team, taking process training for new joiner along with existing resource.
- Keep SOP and log updated with details if there is any new update/activity about process.

Associated with the **Amex Star Parameters** team as Acting team lead (from Oct-14 to Dec-19)

Achievement: Got an opportunity for deputation at client location, Gurgaon for a month period. Worked as Analyst for **American Express** for around 6 months - Handled requests received from market end. Responsible for market queries and escalations.

Job Responsibilities:

- Worked in quality control team. Performing validation on various categories i.e. project request, Award offers, Bonus offers, etc. which captured in system. Share error log and provide feedback along with required training to improve process quality.
- Prepare MIS on daily basis and maintaining the data accurately.
- As SME handled work allocation, team queries, daily team huddle.
- Support automation team to automate the process.
- A mentor for new joiner. Raise required access and keep track.
- Responsible for client, management and team's requirements, calls and escalations.
- Worked on other reports such as Dashboard, bonus expiry report, external error log, RCA report, Training tracker, leave tracker, transport roster, etc.
- SPOC for process training tracker, plan and arrange trainings for the team, taking process training for new joiner along with existing resource.
- Share best practice on daily team meeting for process quality to avoid further external error or ORE (Operations Risk Event)
- Shared various ideas on process improvement, SOP and template enhancement
- Proactively ensured that all requests worked on time and team achieve 100% SLA
- Review new SOP's received from client end with team and share area of improvement
- Prepare daily SLA report and share with leaders.
- **Applications:** VMware (VDI), Pega Tool/PRPC, STAR (Java based), VRP, WINSCP

ACHIEVEMENTS:

- Received appreciations from client and senior stakeholders for handling critical project requests with quality.
- Awarded with **Titan of the month** twice in a year and **Values** award.
- Received '**Performance Converges Award**' twice in a year for excellent work with 100% quality for maintaining top ratings for 3 consecutive months.
- Received **SPOT** awards four times in a year for delivering outstanding performance.

2. Tata Motors Ltd (from Nov-13 to Jun-14)

- Responsible for all suppliers related work in vehicle section J block
- Responsible for Suppliers Billing Process & Clearance.
- Make SES (Service Entry Sheet) against bill.
- Take Sign on SES of all related authorities as per work certificates.
- Follow-up with all related officers for pending SES.
- Make Safety Report & send it to all users at J Block.
- Co-ordinate with Suppliers & their related users for any kind of queries.
- Co-ordinate with A/c's for payment process of supplier's bill.
- Responsible for Fixed Cost Reduction process & their utilization.
- Make training arrangement for Supplier's Supervisors & Operators.
- Keep records of training attendance & data.
- Keep records of supplier's monthly attendance.
- Audit plant area & make report.
- Responsible for keep discipline in any work area in J Block belongs to suppliers.

3. Force Motors Ltd. (from Dec-10 to Dec-12)

- Order Processing
- DMS Order Processing
- E-Mail Order Processing
- Co-Ordination with Dealers, Stockiest, Service field team, Warehouses through telephones & mails for urgent spare parts requirement & queries.
- Co-Ordination with other sections as per the below:
- Service Dept: For part no's issue
- ISD Dept.: For system issue
- Costing Dept: For new parts pricing issue
- Accounts Dept: For funds issue
- Engine/Tractor/Transmission Stores: For urgent parts issue
- Order Cancellation for 2 months older pending spare parts.
- Daily Order flow report preparation & send mail to field staff.

COMPUTER SKILLS:

- SAP
- MS-Office
- MS-Outlook

EDUCATIONAL QUALIFICATION:

- B.com passed from Pune University in the year 2009.
- H.S.C. passed from Maharashtra Secondary in the year 2006.
- S.S.C. passed from Higher Secondary Board in the year 2004.

PERSONAL STRENGTH:

- Able to work well under pressure, prioritize workload and work to deadlines.
- Can work on own initiative.
- Excellent written and verbal skills.
- Highly motivated with a positive attitude.
- Reliable and punctual.

PERSONAL DETAILS:

Date of Birth: 2nd January 1989

Nationality: Indian

Marital Status: Married

Passport: Z4250958

Languages Known: English, Marathi and Hindi

Address: Shubhankarnagari, Flat No. A/2, Vikasnagar, Kiwale, Dehuroad, Pune - 412 101.

Date :

Place :

(Pankaj Shivankar)