

# CHANDAN SHAW

Address: Garulia Main Road, P.O.- Garulia, Dist.- 24 Pgs (N), Pin-743133, West Bengal.

E-mail: chandanshaw1982.cs@gmail.com, Phone-9830261757 / 9831971757

**OBJECTIVE:** Seeking challenging position in a reputed organization which provides opportunities for professional growth and advancement in the field of Banking & Financial services, where I can utilize my skills and expertise towards best interest of the company.

## KEY SKILLS AND EXPERTISE

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| • Legal Operations (Arbitration, Sec.138, etc.) | • Accounts Payable Process & Management         |
| • Documents Management (Legal / Non-Legal)      | • Invoices/Expense Reports/Payment Transactions |
| • Process Streamlining & Automation             | • Vendor Empanelment & Agency Management        |
| • SOP Creation & Amendment                      | • Team Handling & Staff Supervision             |
| • Workflow Management & System Support          | • Customer Relationship Management              |
| • Budgeting, Cost Optimization & Audit          | • MIS & Reports                                 |

## PROFESSIONAL EXPERIENCE

### POONAWALLA FINCORP LTD. (Formerly, MAGMA FINCORP LIMITED)

#### Deputy Manager – Legal Operations (October 2015 to Till Date)

##### Key Responsibility Areas:

- Legal Initiation in Delinquent Loan Accounts – Arbitration, Sec.138, SARFAESI, etc. (ABF, SME, Housing)
- Dunning Notice (Soft Legal Notice) – Physical dispatch as well as through WhatsApp/SMS
- Loan Recall Notice and Arb. Appointment Letter for Arbitration proceedings, Sec.9/17 Order
- Sec.138 Demand Notice after Dishonour of PDC/SPDC/ACH for initiating Criminal proceeding
- Issuance of Willful Defaulter Notice, Payment Reminder Notice & Pre-NCLT Notice (Housing & SME)
- Issuance of RC Pending Notice, Pre-NCLT Legal Notice, Post NPA Legal Notice, etc.
- Legal Initiation against Trade Advance Dealers, DSA, NDSA, Channels for recovery of dues
- Repo Sale Documents & Record Management (ABF Portfolio)
- Advocate/Vendor Empanelment and Legal Bill Processing (PAN India)
- Team Management & Work Allocation
- Process Compliance, TAT, Performance, Productivity and Efficiency of Team Members
- Analyze shortfalls to Implement Cost Effective Strategies towards Improvement in the Initiation process
- Assist Team members to consistently Improve Internal Practices & Procedures
- Preparation, Circulation, Maintenance and Updation of various MIS, Trackers & Reports
- Preparing Process Notes / SOP's for various sub-functions
- Projects & Special Assignments
- Handle various Audits (Internal, Statutory & Risk)

**SREI BNP PARIBAS (SREI Equipment Finance Ltd.)**

**Assistant Manager – CSQA Operations** (December 2011 to October 2015)

**Key Responsibility Areas:**

- Handling Original Invoice/RC updation and Retrieval activity
- Custodian of Customer/Guarantor Collateral documents and Record keeping
- CRM Portfolio & Grievance Redressal Cell as per RBI Regulations
- Publishing Daily Dashboards of various Business verticals (Strategic, SME & Retail Segment)
- TAT Analysis of File Movement through various stages of contract booking
- Root Cause Analysis for any pending cases, customer/vendor escalations
- Maintaining Productivity Trackers
- Preparing SOP's for various functions within Operation
- Involved in process-streamlining (Process Improvement Ideas)
- Supervising a small team for Asset Delivery Confirmation from customers before RTGS/Cheque payment to vendors.
- Actively involved in quality projects (Ex: E-Learning portal, LOS Implementation)
- Work-Flow Management Activity (SRTS, DTS & FIMS)
- Empanelment of Outsourced Channel Partners (FI Agencies & Asset Valuers)
- SLA Preparation & Executing Agreement Process
- GPS Project on Repossessed Asset Tracking (For Delinquent Customers)
- Customer KYC Updation, Migration from Non-CTS to CTS 2010 PDCs Collection (PAN India)

**GENPACT INDIA**

**Accounts Payable Senior Associate – Operations** (August 2009 to December 2011)

**Key Responsibility Areas:**

- Invoice Processing, Query Resolution & Vendor Statement Reconciliation as per pre-defined SLA
- Vendor follow-up for VAT Receipts/Tax invoices and make adjustment entries
- Resolving the disputed PO invoices and make it ready for payment before the payment run (BACS/CHAPS/Cheques)
- Uploading the invoices (PO & Non-PO) in the workflow (Epitome) and work allocation within the team members
- Co-ordinate with reporting manager on unresolved queries & escalations
- Co-ordinate with GA team during AP month end closing
- Looking after supplier's payment related queries (Help-Desk functioning)
- Prepare various reports & Publishing Daily/Weekly Dashboards
- Making ageing report for the Approver's & Critical supplier's
- Process improvement measures using LEAN methodology
- Looking after Customer Refunds (AR)
- Chasing suppliers for Debit Balances, if any
- Looking after Bank open items and passing adjustment entries
- Updating SOP from time to time for PO and Non-PO invoices as well as process flow charts

- Conducting monthly meeting with the peers and managers
- Conducted training for new hires after migrating the process to India
- Involved in Business Continuity Plan (BCP) testing
- Responsible for running the Duplicate Audit Tool and reporting out the findings to client on daily basis

#### **MANAKSIA LTD.**

**Accounts Executive - Finance & Accounts** (Contractual Basis: June 2008 to May 2009)

##### **Key Responsibility Areas:**

- Looking after Cash Journal & other bank related entries
- Processing Customer/Vendor Invoices & payments
- Clear all the backlog files related to AR, AP & GL
- Give Assistance/Support to SAP-FICO Consultant

#### **FORTUNE HI-TECH CENTRE LTD.**

**Quality Analyst – Operations (Financial Products)**, (Feb. 2006 to Sept. 2007)

##### **Key Responsibility Areas:**

- Resolving complex process related issues
- Direct Interaction with the overseas clients
- Process improvement measures
- Process Training to the Front-enders
- Preparing & sending various reports (MS Excel)
- Giving feedback to the Front-enders, management, & clients

#### **ACADEMIC QUALIFICATIONS**

<i><b>Examination Name</b></i>	<i><b>School / College</b></i>	<i><b>Board</b></i>	<i><b>Stream</b></i>	<i><b>Year of Passing</b></i>
MBA	ICFAI University	Dehradun	Finance	2012
Graduation	Rishi Bankim Chandra College	Calcutta University	B.Com (H)	2004
Higher Secondary	St. Xavier's Institution	ISC	Commerce	2001
Secondary	St. Augustine's Day School	ICSE	Accounts	1999

#### **AWARDS & ACHIEVEMENTS**

- Went to London (UK) in September 2009 for OJT to migrate and stabilize a new P2P Process (Lexis Nexis)
- Awarded with 'Certificate of Excellence' for outstanding performance during OJT
- Received Bronze Award for displaying 'Visual Management'
- Awarded with a "Performance Excellence Award" for meeting all metrics month on month

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### TECHNOLOGY SUMMARY

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MS Office (Word, Excel, PowerPoint), SAP, PeopleSoft, Oracle, Axapta, Ambit 42, Omnidocs & FinnOne.

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### PERSONAL INFORMATION

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Father's Name	:	Lal Chand Shaw
Language Known	:	English (R/W/S), Hindi (R/W/S), and Bengali (R/W/S)
Date of Birth	:	7th July 1982
Marital Status	:	Married
Passport	:	Yes
Reference	:	Available on Request

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