



KRISHAN GOPAL YADAV

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GROUP MANAGER

A multi-faceted professional with expertise in understanding operational & frontline nature of the job and prioritizing various tasks & deliverables as required by customers & management

*Assignments in **Operations Management** with an organization of high repute preferably in Financial and IT industry*

Scaling new heights of success with hard work & dedication and leaving a mark of excellence on every step

PROFILE SNAPSHOT

An astute professional (ITIL Certified) with over 9 years of experience in:

- | | | |
|--------------------------------|--|-------------------------------|
| ~ Operations Management | ~ Project Planning and Execution | ~ Process Improvement |
| ~ Delivery Management | ~ Client Relationship Management | ~ Strategic Planning |
| ~ Shift Planning | ~ Team Training & Development | ~ Team Management |
| ~ Application Support | ~ Resource Planning | ~ Business Development |

- Last associated with **Kurtosys Services India Pvt. Ltd., Gurgaon** as **Group Manager**
- Cross-functional experience in **managing entire process operations** with an aim to accomplish corporate plans & goals and maximizing customer satisfaction, process compliance, etc.
- Demonstrated **excellence by providing services to various international asset management clients** located across globe; skilled in coordinating with UK, USA, Asia and South Africa clients
- Effective leader with excellent motivational skills to sustain growth momentum while motivating peak individual performances
- Significant **exposure in setting out quality standards for various operational areas** and implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLAs
- Expertise in **managing and running 24*5 shift operations**.
- Remarkably handled the **BAU (L1, L2)** and **L3** application support operations
- Hands-on experience in working on Talend EDM 5.3, SQL Server 2008, Indesign and Visio
- Worked on Visual Studio 2008 .Net, ASP.NET, C#, VB.NET, SQL Server 2005, SSIS, Crystal reports, SAS 9.1

Career Timeline



Soft Skills



Effective communication skills



Creative bent of mind



Excellent time management skills

Managerial Skills:

Decision Making:	Formulates policies & planning, recommending the same to the management and rendering support to the stakeholders.
Management:	Oversees operations of the department, implements plans, and manages human / financial & physical resources.
Personal Credibility:	Uses personal credibility to influence the outcomes beyond own business & functional area.
Strategic Contributor:	Can direct business in new and growth areas and motivate people to perform beyond their normal past demonstrated skills / levels.
Value Champion:	Have courage to challenge or counter cultural values / behavior in others, champion the organization values & vision and create a clear and compelling view of future.



CORE COMPETENCIES

- Overseeing operations & ensuring achievement of desired objectives; driving day-to-day functions with key focus on bottom line profitability by ensuring optimal resource utilization
- Mapping business requirements and coordinating for developing & implementing processes in line with guidelines

- Building & maintaining healthy business relations with corporate clients and ensuring customer satisfaction by achieving delivery & service quality norms
- Handling overall functioning of processes, conducting process reviews for ensuring strict adherence to the process parameters / systems as per defined guidelines
- Undertaking responsibilities of removing less logical procedures in processes, thereby reducing processing time; identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Creating a dynamic environment that fosters development opportunities and motivates high performance amongst team members

EMPLOYMENT DETAILS

Jan'09 to Oct'14: Kurtosys Services India Pvt. Ltd., Gurgaon (Kurtosys, UK) as Group Manager – IT Application Support and Client Services Operations

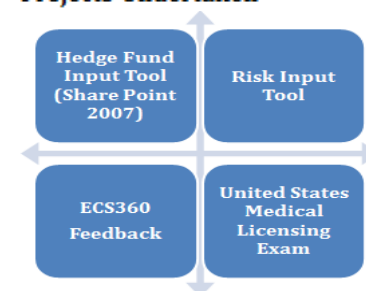
Key Result Areas:

- Led a team of 25-40 professional for ensuring timely & accurate customer deliveries.
- Responsible for Client on Boarding and implementation of various projects for different clients.
- Responsible for factsheets production operation for various Asset Management companies located across the globe.
- Managed and ensured deliveries from Vendors within defined UC.
- Spearheaded the following responsibilities:
 - Serving as primary contact for customer inquiries, concerns & handling escalation.
 - Carrying out weekly and monthly operation review meetings with clients
 - Handling client calls and providing weekly/monthly project progress report
 - Create KPIs for all clients.
 - Managing CR, SOW and project work along with BAU
 - Using ETL Talend tool for data loading and processing and advance PI SQL to fetch data
 - Coordinate with Engineering team to enhance product and ensured resolution to bugs raised by team
 - Identifying and evaluating risk areas across the operational activities
 - Rendering support requests to be registered on desk.com ticketing tool
 - Coordinating with senior management in performing operational risk reviews
 - Build shift plans with minimum cab routes to minimize cost
 - Designing of POC, ETL jobs to load data in database and layouts in indesign
 - Developing of Stored Procedures, functions and views.
 - Do resource forecasting.
- Provided assistance in interviewing, hiring & training new candidates, employee appraisals, promotions, compensation and termination based on the performance review
- Administered the operations of evaluating team performance, providing appropriate feedback and determining training as needed
- Accountable for analyzing deliverables, set delivery priorities and made schedule adjustments to meet timely delivery goals. And troubleshooting delivery issues in a timely fashion

Highlights:

- Received gift from client (SWIP) in recognition of delivering complex project before time
- Received employee of the month Award in recognition of contribution made towards product enhancement
- Implemented process enhancement initiatives through cross trainings and creation of KO
- Enhanced customer satisfaction levels through automation and restricting manual intervention
- Effectively handled major client like Aberdeen, Threadneedle, EastSpring, BaillieGifford, SALI, etc.

Projects Undertaken



PREVIOUS EXPERIENCE

Mar'07 to Jan'09: OTC Software Development Pvt. Ltd., Delhi (OTC, NY) as Senior Software Engineer

Role: Administered the operations of creating API- PAT and maintaining database in SQL server 2005. Responsible for implementation of Enterprise Library and Design Patterns.

Aug'05 to Feb'07: CONQSYS Technology Pvt. Ltd., Noida, UP as Software Engineer

Role: Involved in development of various web and desktop based Project created by using ASP.NET, C#, VB.NET, SQL Server 2000 and UML. Managed the operations of creating & maintaining database in SQL server 2000. Created Views, SP, Functions and Triggers.

Education

- **B.E. Computer Science** from Asia Pacific Institute of Information Technology, AICTE in 2005

PERSONAL DETAILS

Date of Birth: 5th January, 1981
Address: B-801, Professors Quarters, GGSIP University, Sector 16C, Dwarka, Delhi - 110075

Refer Annexure for Projects Undertaken



PROJECTS UNDERTAKEN**Kurtosys Services India Pvt. Ltd., Gurgaon**

Title: **Aberdeen**

Description: Aberdeen has 3500 Factsheets. 6 ranges with 10 Cultural Languages. Project is developed in phases. Team size 4-6. FundSource is implemented to generate Factsheets for client. ETL sub project was designed and developed to load 80 different and complex data files, which later on grows to 140.

Title: **Threadneedle**

Description: Threadneedle has 266 Factsheets. 1 ranges with 7 Cultural Languages. Project is developed in one go. Team size 3-4. FundSource is implemented to generate Factsheets for client. SSIS packages was designed to load 45 different and complex data files.

Title: **BaillieGifford**

Description: BaillieGifford has 110 Factsheets. 2 ranges with 1 Cultural Languages. Project is developed in phase. Team size 2-4. FundSource is implemented to generate Factsheets for client. SSIS packages was designed to load different and complex data files.

OTC Software Development Pvt. Ltd., Delhi

Title: **Hedge Fund Input Tool (Share Point 2007)**

Description: HFIT was a SharePoint based project and was initiated for Gottex in order to meet their business requirement of having a centralized area for managing funds during the various life-cycle stages of those funds. Module includes screens for hedge fund initiation, research, due diligence, Gottex fund approval levels, contact, performance and full risk exposure. The business rules implied or explicitly specified in the handling of those data.

Title: **Risk Input Tool**

Description: RIT/SYT was a web based tool to gather the Risk data for securities of Hedge Funds. The core data can be uploaded directly using web service through synchronization in XML format or through bulk upload data from excels sheets in a synchronization mode. The data is then modified to meet predefined rules and standards. It's a 3-tier, distributed application, using 3 different databases. The tool was using web services to get the data from Lipper. The risk data then used by PAT for facilitating the trading of Hedge Funds.

CONQSYS Technology Pvt. Ltd., Noida, UP

Title: **ECS360Feedback**

Team Size: 4

Technology Used: ASP.NET using C# and SQL server 2000

Description: Ecs360 feedback was a web-based application for ECS, a consultancy firm in Gurgaon. The application enables ECS to keep records of their clients. Conduct surveys for the performance of employees of different companies. Enables employees to submit their feedbacks online. Generate reports as per need.

Title: **United States Medical Licensing Exam**

Team size: 4

Technology Used: ASP.NET, C# and MS Access

Client: Love health Pvt. Ltd., Ashram, Delhi

Description: The USMLE™ is sponsored by the Federation of State Medical Boards (FSMB) of the United States, Inc., and the National Board of Medical Examiners® (NBME®). It was a website to help the candidates by conducting online test via selecting different sets of questions at different levels for performing the test. The candidates can also see the set of questions performed. At the end of test get their result.

Title: **Application Level Security**

Team Size: 4

Technology Used: VB.NET, C# and SQL Server 2000

Description: The objective of the project is to facilitate the stakeholders to restrict the accessibility of an application from the application users. This will help to administrate the extent of level a user can view or go inside the application.

Title: **Real Estate MIS through Internet**

Team Size: 2

Technology Used: VB.NET, C# and SQL 2000
Description: MCM Constructions & Real Estate, Gurgaon, Haryana, required a internet based application to process indent orders generated from sites by H O and Purchase Orders could be generated to the suppliers. Once Item received at site, challan order entered from site. Application keeps checks on stocks present at different sites and how much issued for work. Different type of reports was also required.

Title: **Billing and Payroll Management System**
Team Size: 2
Technology Used: VB.NET and SQL Server 2000
Client: SILLHOUTE, Hyatt Regency, Delhi
Description: Maintained Employee and Customer records. Generated MIS reports employee salary after calculating their commissions and created billing system for customer.

Title: **Management Information System**
Team Size: 2
Technology Used: VB 6.0 and MS Access
Client: National Physical Laboratory, New Delhi (HRM Department)
Description: Project was designed to keep records of 3000 employees of NPL and their information. The main focus of the project was to Maintained Performa records attended by the employees, held at various locations (Delhi, Outside Delhi), Maintained NPL funds spanned on the Performa's and participants, to generated different types of numeric and graphical reports.