**Manoj Manohar Meghwani**

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**Profile Summary**

**A competent professional with over 2 years of experience in:**

~ Financial Operations ~ Trade Finance ~ Process Management

~ MIS Reporting & Documentation ~ Client Relationship Management ~ Transition Management

* Expertise in mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines
* Knowledge in setting out quality standards for various operational areas; executing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLA
* Effective communicator & negotiator with strong analytical, problem solving & organisational abilities

**Core Competencies**

* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximise customer satisfaction level
* Apprising the management of the process operations and assist in critical decision-making process
* Setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes
* Creating awareness for driving the projects and process improvement strategy & methodology, ensuring maximum operational efficiency
* Mapping clients’ requirements, coordinating in developing and implementing processes in line with pre-set guidelines
* Conducting root-cause analysis and taking preventive measures for repeated escalations
* Maintaining MIS reports to provide feedback to top management on financial performance, viz. monthly profitability, age-wise analysis as per the requirement of management

**Organizational Experience**

**Jul’13 - Aug’14 with eClerx Limited, Pune as Process Manager (Tax Operations)**

**Key Result Areas:**

* Prepared and maintained various daily/weekly/monthly metrics viz. daily volume metrics, weekly client call metrics, monthly business review metrics and presented them to the senior management
* Ascertained potential risk areas and highlighted those risks via the appropriate escalation channels
* Ensured adherence to KPI (Key Performance Indicators), KRI (Key Risk Indicators) and Service Level Agreements of the process and proper actions / escalations to be made for various risk items
* Identified and resolved various operational issues by liaising with various teams (Trade Booking, Prepayment, Post Payment, Settlement etc)
* Identified and resolved areas of constant failure or controls gaps and preparing checklist, procedure documentation in place to ensure control effectiveness
* Streamlined various measures towards ensuring process improvements and optimization of various sub-processes in order to improve the quality and average handling time of the process
* Resolved client escalations and in turn ensured that the process is functioning in a smooth manner

**Highlight:**

* Successfully transitioned the Tax Operations Process from UK to India for Institutional Clients which led to substantial reduction of risk balances for the client

**Sep’10 - Jul’11 with TCS e-Serve, Mumbai as Process Associate (Trade Analytics)**

**Key Result Areas:**

* Created various External Scorecards for corporate to capture Global Service Standards for various products in Trade Finance
* Carried out analysis of business dashboards, providing qualitative and trend analysis to forecast revenues of key clients
* Handled the responsibility of maintaining:
* AML (Anti Money Laundering) reports for various countries in NA region
* Reports for volumes, assets and revenues of various trade finance products such as Letter of Credit, Bills of Exchange, etc.
* Handling various client escalations and in turn ensuring process is functioning in a smooth manner

**Key Project**

Project: Comparative Analysis of Money Back Policies

Description: The project gives the insights of various LIC Money Back Policies in terms of surrender benefits, claim settlement, bonus and rate of return and to suggest clients various policies according to their needs.

**Academic Details**

* PGDM(Financial Services) from K.J. Somaiya Institute of Management Studies, Mumbai in 2013 with 65%
* M.Com (Management) from Mumbai University, Mumbai in 2011
* B.Com. (Banking & Insurance) from Kishinchand Chellaram College (Mumbai University), Mumbai in 2009 with 70%
* 12th from Kishinchand Chellaram College (Maharashtra State Board), Mumbai in 2006 with 66%
* 10th from NMT Academy High School (Maharashtra State Board), Mumbai in 2004 with 66%

Other:

* Completed Capital Market Dealers Module from NSE

**Internship Project**

Project: Industry Research on Two Wheeler Industry in India

Description: The project gave the insight of the two wheeler industry, demand drivers, influence of supply side factors, trends in domestic sales and exports. It also explains about the oligopolistic nature of two wheeler industry and the propensity of major players to increase their share in market.

**Academic Accolades / Extracurricular Activities**

* Bagged first prize in:
* Rapid Chess Tournament at Dombivali and Intercollegiate Tournament at Vileparle in Mumbai
* Intercollegiate Carrom Tournament held at K.C. College in Mumbai
* Served as the Volunteer in Sindhi Intercollegiate Competition held at K.C. College

**Personal Details**

Date of Birth: 8th October 1988

Address: B502, 5thFloor, Sai Dham, Near Sai Samarth Mandir, Plot No. 28, Sector 8, Charkop, Kandivali(W), Mumbai – 400067

Languages Known: English, Hindi and Sindhi