**Parivesh Dhariwal**

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**~ Performance Driven Content Analyst ~**

**🟁 Project Management 🟁 Research / Business Analysis 🟁 Global Stakeholder Management 🟁 Client Relationship Management 🟁 Requirements Gathering 🟁 Documentations / Employee Training 🟁 Investment Research 🟁 Business Communications 🟁 Client Queries & Escalations Management 🟁 Process Improvement 🟁 Business Development**

***Aiming to obtain career enriching assignments to leverage over 5 years of performance driven experience in managing complex and mid-size projects in the area of Financial & Risk Content***

**Professional Overview**

Currently, a Business Development Manager at Colors, a family-owned business. Previously, worked with **Thomson Reuters, Bangalore, India as a Content Analyst - Financial & Risk Content Set**; tracking investment firms and other allied businesses across the globe for products such as Thomson One Investor Relations and Eikon. Proficiency in project management/coordination, non-technical tool testing and documentation, developing a detailed project plan & scoreboard to monitor progress & flag issues, training the new team & developing procedures and ensuring the completion of the project within specified timelines.

* Diligently interfaced with client service groups located at New York, Manila, Poland and other external parties for smooth day-to-day functioning of the businesses
* Addressed the needs of the process and customers and served as the day-to-day primary contact for the clients; keen customer centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores
* Experienced in organizing information and communicate the recommendations in a clear and useful manner; acquired fair quantitative skills to handle large sets of data - able to process, analyse and report data to the top level management
* Track record of providing seamless support in Automation & Process Improvement Projects thus bringing in process efficiency and reducing the turnaround in accordance with company guidelines and clients requirements
* Proactive and team oriented with proven acumen to work in close coordination with cross-functional departments; possess ability to work quickly and independently with a high degree of accuracy and keen attention to detail
* Utilized the understanding of the applications & processes contributing in creating and implementing quality management procedures

**Professional Certifications**

* PRINCE2 Foundation Candidate (No. P2R/IN078222 - APMG)
* PRINCE2 Practitioner Candidate (No. P2R/IN078643 - APMG)
* Six Sigma White Belt Certification from Aveta Business Institute
* Statement of Accomplishment in Critical Thinking in Global Challenges from The University of Edinburgh
* International Business Communication Certificate from British Council
* License holder from IRDA

**Employment History**

**CONTENT ANALYST - Financial & Risk Content Set**

**Thomson Reuters, Bangalore, India (Aug 2009 – June 2014)**

***Key Result Areas:***

***Content Analyst - Financial & Risk Content Set***

* Tracking investment firms and other allied businesses across the globe for products such as Thomson One Investor Relations and Eikon
* Acquiring and analyzing primary information about investment firms, their style of investments, industries and markets they cover through interaction with “C” level executives and fund managers
* Analyzing information from fact sheets, media articles, regulatory sources and company websites and facilitating as SPOC for working on corporate actions for Bangalore and coordinating the same with global teams
* Assisting in developing work direction and plan for the associates after thorough assessment of their capabilities; preparing & presenting various weekly/monthly MIS reports pertaining to process and productivity

***Project Management***

* Creating project specifications to understand and document the client needs and expectation from projects and remediation and working with the teams during projects and remediation
* Creating standard operating procedures for relevant projects and undertaking responsibilities of removing unnecessary procedures in processes
* Continuous involvement in automation and process improvement projects to simplify work for the operations team; performing pre-launch non-technical tool testing for the operations team, which involves identifying change needs, assessing the impact of the change, capturing and documenting requirements

***Client Relationship Management***

* Solving and addressing internal and external client and stakeholder queries to ensure desired results and initiating and sustaining efforts for bettering customer satisfaction
* Providing effective resolution to customers’ queries and improving relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience
* Designing customer segmentation approach and effectuating different strategies for different segments of the customers; providing quality customer support by ensuring first contact resolution to them

***Projects Undertaken / Significant Highlights:***

***Title***: Critical – “Backlog Project (Global Project)” | ***Period***: Sep 2009 - Feb 2010

* Played an imperative role in carrying out the project as a part of the core Project Team and contributed in planning & working on optimum resource utilization and forecasted short-term deadlines for the project

***Title***: Organization Authority (OA) Project and Database Integration Project | ***Period***: Jun 2010 - Jul 2010

* Reviewed and identified similar attributes and worked towards leveraging it by integrating 2 content sets
* Augmented the quality of data presented on the financial products and reduced duplication of work

***Title***: CCBN (Corporate Communications Broadcast Network) Project | ***Period***: Nov 2011 - May 2013

* Deputed as In-charge of CCBN (Corporate Communications Broadcast Network) project for Bangalore, Poland and Manila Team
* Functioned as SPOC for planning, allocation of work, resource utilization and coordinating globally and presenting week-on-week status report to the stakeholders
* Scrupulously maintained all project related documentation and reviewed and performed quality checks

**Career Commencement**

**PROCESS ASSOCIATE**

**Accenture India Pvt. Ltd. (Dec 2008 to Apr 2009)**

***Role in Brief***: Entrusted with the accountability of resolving internet and desktop related queries for the US regions as a part of the Technical Team

**Academic Credentials**

**M.B.A. (Project Management)** from Sikkim Manipal University 2012

**B.Com.** from Mahaveer Jain College 2008

***IT Forte***: Well versed with MS Office Tools (Word, Excel and PowerPoint) and Internet Applications

**Extramural Engagements**

* Volunteered for I Create Vishwas NGO
* Rendered volunteering services at Ashwini Charitable Trust and Parikrama Foundation
* Financial Advisor with PnB Metlife

**Personal Dossier**

**Date of Birth**: 10-05-87 ~ **Linguistic Abilities**: English and Hindi

**Residential Address:** 713, 14th Cross, 2nd Floor, Chandra Layout, Bangalore – 560072, Karnataka

*~ References to be furnished upon request ~*