# Madhushree M

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**OBJECTIVE**

To be at a position where I would be responsible for managing end-to-end activities in business services and analyzing operations by adopting a learning approach and shouldering greater responsibilities.

**AREA OF EXPERTISE**

* Working at Tata Consultancy Services as a Senior Process Associate from July 18th 2016 till date
* Well versed with analyzing, validating & executing the data given by the clients as per their requirement.
* Good communication skills and experience in customer interaction with respect to data analysis, weekly update calls, huddle meetings, execution discussion & result calls.
* Having good leadership, quick learner and easily adaptable to various working condition.

**PROJECTS SUMMARY**

1. **Organization:** Tata Consultancy Services

**Client:** Nielsen Msci

**Designation:**Process Associate

**Role:** Business Analyst A&I

**Duration:** July 26th 2016 till Nov 22nd 2019

* Cash Slip data to the clients needed specifically & analyzing client’s business requirements for the Nielsen Msci, Cash Slip collection and process through document analysis and workflow analysis
* Communicating with clients for business requirements by constructing easy-to-understand Nielsen Msci data of Cash slip collection and process through graphs, models & template
* Gathering and understanding functional requirement of cash slip data, validating, analyzing, executing and interpreting the Nielsen Cash Slip Msci data.
* Worked on adhoc requests and client queries as and when received.
* Experience on presenting the Nielsen Msci Cash slip data trend to the clients& analyzing the trend data through call on live presentation

1. **Organization:** Tata Consultancy Services

**Client:** Credit Suisse

**Designation:** Process Associate

**Role:** PMO

**Duration:** Nov 25th 2019 till March 31st 2020

* Timesheet compliance - ensuring all timesheets are submitted and approved on a monthly basis
* Following up with the employees and ensuring the dept. mandatory e-learnings are completed within given deadline
* Preparing & analyzing of Portfolio Analysis Tool (PAT) document using RStudio
* Human capital & team sheets maintenance of outsourced staffs
* Using OnePPM tool as a booking manager, to maintain 100% time booking, resource allocations, monitoring planning roles
* On-boarding related co-ordination and infrastructure setup
* Setting up the meeting arrangements and preparing minutes of the meeting
* Gathering L&D updates, competency assessment and training coordination

1. **Organization:** Tata Consultancy Services

**Client:** Deutsche Bank

**Designation:** SeniorProcess Associate

**Role:** KYC Analyst

**Duration:** March 31st 2020 till March 31st 2021

* Working as ENPR Quality Checker at Account Activity Review team for Business as Usual at DB.
* Perform independent check of KYC information provided
* Having a knowledge of providing an approval on Global Markets, Global Trade Business, Global Corporate Finance
* Perform Periodic KYC reviews on risk based schedule
* Ensures that guidelines and procedures are in line with local AML laws, regulations and the applicable AML regulation
* Doing due diligence on the companies regards (Legal Name, Address, Org structure and Nature of Business) and reconcile the static data
* Checking and providing approval of every product for each client accurately
* Multi-tasker with ability to prioritize goals and still hit deadlines and expectations
* Constant review and updating of KYC requirements
* Capturing DB systems transaction details (i.e. allocation tracking, time taken for each allocation, and producing closing ticket)

1. **Organization:** Tata Consultancy Services

**Client:** Nielsen Msci

**Designation:** SeniorProcess Associate

**Role:** Analyst A&I

**Duration:** March 31st 2021 till date

* Experienced mainly on data processing, updating in MADRAS platform and excel and delivering report to clients.
* Gathering and understanding functional requirement, validate and execute the data
* Interacting with client via call or mail in order to discuss about deadlines and challenges of the project and also to keep the process transparent.
* Accountable for monthly production and generating usability/sample report for all the consumer panels and transfer the same to respective teams.
* Worked independently for 2 European countries i.e., Canada & Belgium.
* Worked on ad hoc requests and client queries as and when receive
* Perform quality checks on all reports for alignment to request, accuracy and correctness

**ACHIEVEMENTS:**

* + Microsoft Azure AZ 900 Certified
  + Qspiders Certified Manual Tester
  + Received the BPS Star Performer Award in Sept’17 for doing the cycle time reduction
  + Generated new ideas for the process improvement and to provide client needed data effectively

**SKILL SET:**

* MS Office
* Manual Testing
* SQL
* Basics of RStudio

# ACADEMIC CREDENTIALS

* + Master of Business Administration, Gitam University, Vishakhapatnam, India
  + Bachelor of Business Management, SKIES, Bangalore University, Bangalore, India

**PERSONAL DETAILS**

**Date of Birth**: 13-June

**Husband Name**: Ajay Kumar S

**Languages Known**: English, Kannada, Tamil, Telugu

**Hobbies:** Photography & Travelling

I hereby declare that the information provided above is true to the best of my knowledge.

**Date:** Signature

**Place**: Bangalore

(Madhushree M)