

Dharshan Shanthaiah

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PROFILE SUMMARY

- 6 years of experience as Business Analyst across domain like Mortgage, Corporate, Wealth Management, Financial Accounting & Consolidation, Reporting and Reconciliations.
- Expertise in performing business requirement elicitation.
- Knowledge on SLAs/Routing/Decision rules.
- Experienced in requirements gathering, elicitation techniques, interviewing users, drafting questionnaire, preparation and designing of functional specifications, UI specifications, process flows, user manual and end user training.
- Performed Data analysis: SQL query to extract data, tools to filter, organize data and data mapping.
- Automation of management reports using excel macros.
- Led the analyst's team through an end-to-end project implementation.

WORK EXPERIENCE

Altisource Business Solution Pvt LTD

Project Profile: Enterprise Planning Tool & Operation Management
Payable/Receivables Automation, Cost Analysis Management & Profitability Analytics

Designation: Senior Business Analyst (Team Lead) - Billing, MIS and Process Management

Duration: February 2013 --- Present

Application & Tools Used: MS SQL, MS Access, Power BI, Real Trans Legacy & Next Gen, Springhouse, Real Servicing, Real Remit, LPS MSP, MS DAX, MS Visio, Oracle Fusion, SFT, SharePoint, Vendorly Monitor, Equator workstation 5.0 & citrix.

Key Deliverables:

- Leading team with direct exposure to business.
- Involved in implementation as well as postproduction activities and support.
- Single point of contact between BU and offshore team. Involved in Solution Workshops, Requirement Gathering sessions, preparing business requirements documents (BRD's), functional requirement documents (FRD's).
- Supporting on-going change management among BU users from legacy system to new system and processes.
- Reviewing and standardizing postproduction processes, issue resolution, SLA management.
- Conducting and coordinating UAT for on-going project phases among multiple business groups.
- Working on UAT and reporting the production issues to higher management.
- Generating client billing reports Daily/Weekly and Monthly.
- Validating the queries coming from the clients related to billing.
- Publishing the weekly/monthly revenue flash to the executive management.

- Publishing the month end spend data to vendor management team.
- Preparation of quarterly ground revenue and expense projections/forecast to finance and corporate strategy departments for valuation business unit.
- Preparing end of month statistical report to the corporate strategy team.
- Preparing ad-hoc reports to the management.
- Provide performance feedback to the team on a regular basis about Productivity, Accuracy & Turnaround Time.
- Managing the Orders received & processing it accurately and calculating the turned around time.
- Ensure that all audit trails as required by the function are verified and stored appropriately.
- Assisted in special projects/portfolios for process improvements.
- Monitor contract to ensure bills are in compliance with appropriate contracts, guidelines and regulations. Identify issues that may affect billing and creating custom spreadsheets for billing analysis.
- To Conduct Team Meetings/Reviews Periodically and provide feedback to line manager.
- Follow up with internal and external personnel regarding outstanding issues.
- Complete ownership of the billing DL and assigning the workflow among the team.

Affiliated Computer Services Inc. (Now Xerox Company)

Designation: Process Associate -Accounts Payable

Duration: January 2012- January 2013

Application & Tools Used: SAP Fico, MS Access & MS Office.

Key Deliverables:

- Handling accounts payable mail Box DL and assigning the workflow to team.
- Processing of Invoices c.200-300 per day.
- Reconciliation of Invoices, which are on hold and processing of complex Invoices.
- Accruals on month end and assisting G/L team to close books.
- Preparing Daily/Weekly & Monthly reports for Invoice processing & AP mailbox.
- Preparing debit notes and credit notes.
- Processing of critical Non-PO invoices.
- Handling the client queries and responding on time.

KEY ACHIEVEMENTS

- Awarded with Annual Excellences award in 2015 & 2017.
- Assisted in identifying & recovery of \$6.5 million revenue from third party servicing clients.
- Identified key cost factor thru costing analysis, which helped in reducing overall 8% cost to BU.
- Received best performance & practice awards in numerous quarterly BU town hall events.
- Several Client appreciation on critical & swift deliverables.

EDUCATION QUALIFICATION

Degree	Period/year	Institute, University/Board	%,/CGPA
MBA (Finance)	2009 — 2011	Siddaganga Institute of Technology Tumkur, VTU	7.10/10.00
BBM (Finance)	2006 — 2009	Seshadripuram College, Bengaluru	60.11%

SKILL SETS

Technical Skills:

- MS-Office, Word & PowerPoint
- MS Access
- MS SQL (Basic)
- MS DAX working knowledge
- MS Visio
- Advanced Excel with VBA Macros
- Power BI working knowledge
- Oracle Fusion working knowledge
- OPERATING SYSTEMS: WINDOWS 7
- R programing and Tableau Certification from Udemy (In process)
- CBAP® Certification from Simplilearn (In Process)

Key Skills:

- Strategic planning
- Business Analysis
- Costing Techniques
- Multi-site operations
- Project, Vendor Management
- Creating and uploading business process diagrams
- Loan Origination process
- Expense and Revenue reports
- Business process re-engineering
- Contract review and recommendations

Soft Skills:

- Strong Communication
- Team Building
- Ability to prioritize, be flexible and respond to changing environments.
- Good Presentation skills
- Ability to work under pressure
- Performance evaluations
- Desire for information and continuous learning

INTERESTS

- Core member of 'B.R.I.C.K'.
- Organized 'A national level competition on managerial competence' (SIT, KRISHN2011).
- Member of 'Youth for seva' committee.
- Played cricket at district level and closely follow soccer.
- Participated in State level athlete at Bengaluru 2003—2004.

PERSONAL INFORMATION

Date of Birth : December 23, 1988
Marital Status : Married
Address : 21, 3rd cross SVG Nagar, Moodalapalya Bengaluru -72
Languages know : English, Kannada, Hindi, Tamil and Telgu
Nationality : Indian

REFERENCES

References available upon request.

DECLARATION

I hereby declare that all the statements made above are true and complete to the best of my knowledge and belief and nothing has been concealed/distorted.

Date:
Place: Bengaluru

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