



# SARASWATHI UMMAJI

## Financial Analyst

Over 9.5 years of experience in Investment Operation, Trade Life cycle, Quality control, equities, and business development. In-depth knowledge of settlement procedures and systems applicable in back-office. Specialized in financial services and capital markets, managed and led various projects catering to areas such as business process management. A proven track record of increasing quality, streamlining workflow, and creating a teamwork environment to enhance productivity with good quality innovatively and process improvement.

## Contact

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Asif Nagar, Mehdiapatnam,  
Hyderabad

## Education

### MBA

Osmania university college for women

### BEd

Gulbarga University

### B.Sc ( Hons )

SSSIHL

## AREAS OF EXPERTISE

- Team Management
- Claims Management
- Risk and Control
- Project and Transition Management
- Swift payments (MT202, MT103, MT199, MT299, MT535)
- Inbound and Outbound claims- Interest and TMPG claims
- Cash and Collateral Management
- Trade Control and Surveillance
- Data Management

## Work Experience

### March 2022 - till date

Statestreet, Hyderabad

### Assistant Manager

- Responsible to take the place of the operations manager as and when necessary to supervise the whole client life cycle management domain.
- Managing a team of 5 members in claims based out of Hyderabad.
- Responsible to balance the allocation of tasks, overseeing day to day ops, addressing issues/escalations and maintaining a healthy team environment with an open communication culture.
- Conducting monthly, quarterly, half yearly and yearly performance appraisal meetings for team members for rating.
- Leave management and attrition management for process.
- Reports & activities under MIS & Risk & control reporting.
- Responsible to establish controls & execute controlling activities by various modes like - 4 eye reviews, reconciling critical data, Managing exception queues. Etc.
- Creating SOP, Training Plan, KPI's tracker and EOD reports.

### Operation Responsibilities

- Process involves investigating and resolving the failed trade throughout its life cycle by extracting information from various systems and liaising with the operations teams and dealers spread across the globe.
- **Inbound claims** - Incoming claims are Logged, researched and settled according to market practice with minimum loss to the company.
- **Outbound claims** - Preparing and analysis of failed trades report and issuing outbound claims to counterparties as per the market practice Investigation on TMPG, Securities & OTC Products Foreign exchange, Equities and Fixed Income Securities.
- Lead projects in Onboarding / Migration of new clients to the process and looking after their requirements and executing the same. Extracting KYC documents from Transitions team.
- Played integral role in transition of end to end custody cash operations and Interbank Compensation Claims Process for State Street (Toronto to Mumbai) and debit interest process from JV (Syntel) to captive office in Mumbai.
- Lead project for creating a backup site in Bangalore for resiliency as a part of risk excellence GCO team in Bangalore State Street.
- Preparing monthly & weekly reporting of multiple clients like Master logs, Dashboard & KPI.
- Providing status updates on all outstanding claims and fails over calls to various clients on weekly and monthly calls and also interacting with external brokers, custodians and counterparties.
- Suggest changes in the current process and implement if it is beneficial to the team and to the company.
- Investigation with Front Office, Middle office, Back office, external brokers and custodian teams on trade confirmations, affirmations and settlement.
- Doing back valuation and revaluation at libor cost to settle the claim to reduce exposure to company.
- Responsibility of payment verification and also performing quality checks for all payments processed through MT202, MT103, MT299, Cash Manager and IBS sites and initiating payments via MT202 / MT103 to external parties.

## Technical Expertise

- SQL
- Power BI
- Tableau
- Excel

## Language

- English
- Hindi
- Telugu
- Kannada

### Sep 2013 - Mar 2022

Bank of America, Hyderabad

#### Team Leader

- Worked on Cash Equity and fixed income for Asia pacific region for sales and trade support.
- Daily activity includes Pre-matching, fails management of trades, Allocations (pre and Post), Settlements of APAC Books and Records.
- Worked with stakeholders to ensure trades get settled on time and chasing counter parts on fails Management.
- Determine the business requirements. This would involve a thorough consideration of all implications of these requirements to the business, including the identification of any potential issues or functional omissions.
- Assisting with documenting the analysis carried out, includes for example gap analysis, the production of process flows, use cases and scenarios and explains all process flows to relevant stakeholders.
- Identifying analysis and design issues/risks on a timely basis and escalate as appropriate1
- Being the 'translator' between the business and IT, providing business expertise when required.
- Preparation and execution of all activities within the plan including testing, status reporting and compiling user procedures and training packs.
- As in all roles, a high degree of flexibility is required. Projects sometimes involve travel and/or long hours at critical stages in the lifecycle.
- Set up operational best practices and procedures to support traders.
- Establish controls and reconciliation procedures on new flows with a view to ensuring trade capture is complete and accurate from upstream and downstream.
- Ability to clearly articulate and communicate issues to internal and external.
- Ability to multitask effectively.
- Ability to work under pressure and fast pace environment.
- Handling Monthly reports using access data base and publishing to senior management
- Performing inter and intra company breaks.

### Sep 2010 – March 2012

ICICI Bank LTD, Hyderabad

#### Process Analyst

Experience of 1.5 years in the field in back-end processing of AML(Anti Money Laundering) Name screening process at Cross Border Payment Processing Centre for International Banking Ops Group in ICICI Bank Ltd.