

Pallavi Deshpande

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Summary

- 15 years of solid experience in commercial/corporate banking and financial services industry in managing people, processes and projects involving Lean (Six Sigma) Re - engineering, Process Excellence, Training and Certifications, Automation, Client Delivery, Risk Review and Change Management.
- Trained in Lean and Change Management
- Advanced analytical skills including data management, earned value, return on investment, data analysis, metrics and dashboards.
- MBA in Finance and Master's Degree in Business Management. Certified Documentary Credit Specialist from ICC, Paris. And a Member of Project Management Institute
- Proven track record in performing gap analysis between goals and existing procedures/skill sets, and designing
- Excellent presentation, interpersonal and written and oral communication skills
- Proficiency in Pivot tables, Macros, Visio, MS Access and MS SharePoint
- Founder and Subject Matter Expert - TradeSamaritan.com (Online knowledge resource for Finance professionals)

Experience

Senior Manager – Business Analysis

United Tax Service

Formerly a part of Jackson Hewitt Tax Service
October 2014 – Present

- Federal and State Tax Compliance projects across 4 locations and Head Quarters.
- Analysis and research of various issues and/or transactions that may arise.
- Includes gathering information, partnering with Finance and other locations, analysis of data, identification of tax issues and application of tax laws.
- Product and Marketing plan development to support the Product Strategy and Business Development team within Tax Services to drive the full product management life cycle of both new and existing products, including idea generation, building a business case, supporting product pricing, managing a product launch, and supporting the product in the market including introducing improvements and enhancements to the product.
- Primary liaison between teams to facilitate deliverable, to create project scope, budget, schedule and timeline, identify milestone and dependencies across the projects.
- Work closely with Sales team to acquire new clients and retention.

Associate Vice President

Citibank NA

October 2012 – February 2013

- Trade Re-engineering through of implementation of LEAN and AGILE techniques and methodology across TTS operations spanning across 35 trade branches and processing centers involving over 550 staff. Managing projects in conjunction with senior operations management while considering strategic goals identified in the areas of Risk, Automation, and Cost save and Client Delivery.
- Lean Project and Change Management Lead; to define, develop and implement process and performance KPIs. To conduct and roll-out specific training programs as necessary. To prepare and present progress reports at steering committees and other senior management forums.

Associate Vice President

TATA Consultancy Services

July 2001 – May 2012

- Project Head (LEAN) - Global Trade Delivery Excellence Program - Responsible to design and implement extensive trade re-engineering initiatives across product offering to support the business strategy, improve controls and increase operating efficiency. Developed CRM Strategy and Roadmap vision, and oversaw Business Process and Technical mapping. Authored detailed project/deployment plans and schedules.
- Project & Operations Head - Team size of 60 FTE responsible for processing Global Trade transactions and servicing Trade clients. Met annual operating plan targets with respect to Operational efficiency and Productivity through automation, bandwidth management and risk conscious training modules underlined by a continuous re-engineering of process and product profiles.
- Client Delivery Specialist - Responsible for developing effective relationships for Import related Trade Products for Corporate clients. Deepening the current account relationship across Trade products. Earned Trade Services and Finance Employee Recognition Award for CRM delivery.

Associate Director

Standard Chartered Bank

April 2011 – July 2011

- Responsible for Collateral Management Portfolio of USD 2.56 bio, for India and South Asia. Accountable for implementation and governance of Group's policies, procedures and service standards for the units.
- Overseeing and controlling all facets of operations like capacity and performance management, Audits, Risks and Control standards.
- Ensure that the collateral team operates in accordance with bank's policies and procedures (Basel and Risk Weighted Average RWA)
- Ensure timely submission Monthly, Quarterly and Annual metrics and reports.

Product Manager

ICICI Bank

August 2005 – November 2005

- Responsible for tactical and strategic initiatives for trade products such as Transfer of shares between residents and non-residents.
- Investments in Joint Ventures/Wholly Owned Subsidiary, Invoice reduction, Write offs, Buyers credit, Supplier's credits and External Commercial Borrowing. Identifying and leading Innovation themes and commercializing the same.

Branch Officer

IDBI Bank

May 1997 – November 2000

- Manage sales of consumer products, new business, operations, customer service and teller activities at tier one banking center and work with regulatory compliance and internal policies.
- Prepared month end reports and played key role during several branch conversions and operational help.
- Month-end, quarter-end and year-end account closing process and reconciliation.

Education

Masters in Business Administration (MBA) Finance

Narsee Monjee Institute of Management Studies

Masters in Accounting, Bachelors in Accounting

University of Mumbai

Certified Documentary Credit Specialist

International Chamber of Commerce Paris

Publications

Trade Samaritan

Online trade magazine

TradeSamaritan.com is a not-for-profit online magazine based upon the idea of presenting to its readers an authoritative round up of descriptive articles, concepts, tutorials and statistics from the World Trade and Finance industries.

Organizations

- Project Management Institute (PMI)
- Internal Revenue Service (IRS)

Honors and Awards

- Qualified Internal Auditor for ISO (Total Quality Management)
- Operations and Technology Recognition Award
- Trade Services and Finance Employee Recognition Award
- Best Trainer Award