



MANOJ KUMAR YM

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PROFESSIONAL SUMMARY

Finance and operations professional with 4.5+ years at Wells Fargo EGS, specializing in risk & compliance, financial investigations, and process improvement. Recognized with the Wells Fargo Gold Coin Award (2024) and multiple performance honors. Proven expertise in quality assurance, training, and stakeholder communication, with a strong record of maintaining error-free operations.

EXPERIENCE

✓ Wells Fargo EGS

26/04/2021 - 01/07/2022

Associate Operations Processor

1. Part of the Offshore Accounting & Reconciliation (Adjustments) Team under Consumer Small Business Banking.
2. Processed electronically converted cheque deposits (ECI) with strict adherence to SLA timelines.
3. Performed daily reconciliations to ensure accuracy and completeness of transactions.
4. Monitored workflow queues and escalated issues to avoid delays or compliance breaches.
5. Assisted in error investigation and resolution to maintain zero customer impact.
6. Maintained detailed process documentation to support audit and compliance requirements.
7. Supported senior team members during period-end reconciliations and reporting activities.
8. Contributed to team knowledge sharing by preparing quick reference guides for recurring process queries.

✓ Wells Fargo EGS

01/07/2022 - 31/01/2025

Operations processor

1. Handled transaction monitoring, financial investigations, and compliance checks to mitigate risks.
2. Proposed process enhancement ideas that improved turnaround time and reduced manual efforts.
3. Analyzed workflow gaps and recommended improvements to strengthen accuracy and minimize escalations.
4. Allocated daily volumes, monitored workflows, and tracked productivity using reporting tools.
5. Conducted training and onboarding sessions for new hires.
6. Supported onshore transition processes, ensuring smooth knowledge transfer.

✓ Wells Fargo EGS

02/01/2025 - till date

Senior operations processor

1. Conducted induction training and created structured training plans for new teams.
2. Consolidated and submitted daily reports with accuracy; organized team meetings and shared process updates.
3. Coordinated across locations to streamline SOPs, eliminate non-value-added tasks (NVA), and ensure consistency.
4. Acted as process support lead in the manager's absence, ensuring smooth operations.
5. Performed quality assurance checks on deliverables to maintain compliance and error-free outcomes.
6. Identified pain areas in process flows, implemented corrective actions, and supported automation initiatives that reduced duplicate efforts and improved productivity.

ACHIEVEMENTS AND AWARDS

1. Wells Fargo Gold Coin Award (2024):
2. Prestigious recognition for excellence.
3. Manager's Spotlight Award: Maintained zero customer impact/escalations for 3.5 years.
4. First Feather Cap Award (twice): Achieved zero errors for six consecutive months.
5. Learning Champion: Mastered all major sub-queues in record time.
6. Maintained 0 critical errors for 3.1 years, ensuring accuracy and compliance.
7. Contributed to process automation by providing ideas that reduced duplicate efforts and minimized FTE needs.

EDUCATION

✓ SRM UNIVERSITY MBA Finance - Distance education 75%	2023 - 2025
✓ APOLLO ARTS AND SCIENCE COLLEGE B.Com - Corporate secretaryship 82%	2017 - 2020
✓ JAIGOPAL GARODIA NATIONAL HIGHER SECONDARY SCHOOL - TAMBARAM SANATORIUM HSC - Higher secondary school 82%	2017
✓ JAIGOPAL GARODIA NATIONAL HIGHER SECONDARY SCHOOL - TAMBARAM SANATORIUM SSLC - Secondary School Leaving Certificate 75%	2015

ACTIVITIES

1. Organized cricket tournaments; manage a Facebook page “Chennai Cricket Tournaments and Organisers” with 10.5k+ followers.
 2. Member of FACE (Fun Activities & Cultural Engagement) Team – organized engagement events and cultural activities across lines of business at Wells Fargo.
 3. Volunteer in student leadership and community events, including symposiums and debates.
 4. Cricket commentator and short video jockey during college cultural programs.
 5. Passionate about sports, especially cricket and volleyball.
 6. Nature enthusiast – maintaining a personal garden and supporting local green initiatives.
 7. Exploring new places and engaging in travel experiences.
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LANGUAGES

1. Tamil - Read/write/speak
 2. Telugu - Speak
 3. English - Read/write/speak
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TECHNICAL SKILLS

1. Finance Tools: Hogan Mainframe, Reconciliation Tools.
 2. Automation & Reporting: Excel (Advanced Functions, Pivot Tables)
 3. Other Software: MS Office Suite (Excel, Word, PowerPoint, Outlook)
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CORE COMPETENCIES

1. Quality Assurance & Control.
2. Risk & Compliance Management.
3. Financial Investigations & Transaction Monitoring.
4. Process Improvement & Efficiency.
5. Workflow Gap Analysis & Issue Resolution.
6. Process Automation Support.
7. Project Management & Transition Support.
8. Stakeholder Communication & Client Support.
9. Team Leadership & Training.
10. Cross-functional Collaboration.
11. Time Management & Organizational Skills.