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| **Professional Summary** |
| A Post Graduate from **Xavier Institute of Management** (with Operations as specialization) & a Graduate from **National Institute of Fashion Technology (**as Production Operations as specialization), I have a total experience of four years in **Operations Management, Process Management and Project Management,** currently looking for new opportunities.**A snapshot of skills developed:** * **Transition Coordination:**
	+ **Resource planning (including infrastructure)**: Developing operations plans, identifying people, coordinating infrastructure and technology requirements with the transition team for the processes to deliver on target delivery model
	+ **Process definition & documentation:** Providing resources to the transition team to finalize the process definition & documentation, signing off for the processes within purview to finalize the To-Be process
	+ **Process Training & Certification:** Providing inputs on the training/ certification methodology to the transition team to ensure right skilling on engagement
* **Operations**
	+ **Resource Planning (People, Infrastructure):** Planning and monitoring the resource deployment (Team Size, Span, Shift Utilization, Skill sets, technology rollout) and ongoing monitoring for processes in order to ensure budget & pricing assumptions compliance
* **Quality Planning (QC/QA):** Reviewing the service quality plan including the quality control, assurance and improvement to create a comprehensive quality program for the processes
* **Process Compliance:** Reviewing process compliance and signing off on SOP changes as part of the quality plan in order to ensure robustness of the process
* **Talent Management (People Management):** Implementing career development & succession planning for the direct reports, implementing career development methodology for the team in the processes to ensure sustainable employee engagement & motivation within the team

**Achievements as Operations Manager, RBS BSPL:*** Was part of **RBS Management Associate Program** which is a Fastrack Leadership Development Program
* **Performed Volume Resource Analysis leading to save of £270000 annually:** Analyzed and calibrated monthly volume trend against Full Time Employees on the floor.
* **Improvement in Right First Time percentage leading to save of £150000 annually** - Analyzed the Account Opening process and identified opportunities to minimize handovers and hence increasing the number of Right First Time transactions by more than 50%
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| Education |
| **Year** | **Degree/Certificate** | **Institute/School, City** |
| 2014 | PGDM(Operations) | XIM, Bhubaneswar |
| 2010 | BFTech (Production Operations) | NIFT, New Delhi |
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| Professional Experience |
| Relationship Manager (Trade & Forex) ICICI Bank Oct 2016- Present |
| * Managing **Trade & High Value SME customers** for their Business Banking requirements through complete life cycle management
* Responsible for end to end tracking and processing of customer requests and transactions and ensure 100% **customer satisfaction**
* **Monitoring and tracking** of customer transactions and flagging off any suspicious action on regular basis
* **Plan and manage** the revenue generation, ensure **real time tracking** and realization of monthly projections and taking measures to **minimize deviations**
* **Align and collaborate** with other teams like Branch Banking, Business Lending Group, General Insurance, Forwards, Payment and Cash Management teams to provide seamless service to the customers
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| **Manager (Banking Operations) RBS BSPL July 2014 – Oct 2016** |
| **Manager- Debt Management Operations April 2015-Oct 2016*** **Process Migration:** Managed two process migrations for Unsecured Debt Management Operations and Business Banking Debt Management Operations looking into FTE estimation, recruiting, scoping, ramp-up plan, pre-assessments, complying with Project Governance, Time based milestones tracking of Project Plan and quality checks till go-live.
* Initiated & partnered in different **Process Reengineering/Regulatory Projects** across different stages of Project lifecycle & performed User Access Testing Coordination, Stakeholder Management, Milestone tracking etc
* Managed a team with a total of **30 members** handling Debt management Operations
* **Leading Change Governance:** Conducted Change Boards on a monthly basis, assessed Change Requests and responded with proposals for implementing the change across the unit
* Performed/Coordinated/Partnered in **Risk & Control Assessment**, periodic Risk Reviews for the internal audit, assessed CRAFCO (Control & Risk Assessment For Customer Outcome)
* **MIs and Reports:** Prepared Reports, Trackers, Dashboards to guide and manage staff, Created and delivered Management Reports and Presentations to senior management on a periodic and ad hoc basis

**Manager- Centralized Quality Assurance Team Jul 2014-Mar 2015*** Ensured **timely sourcing of data** from the operations teams for quality testing and creation of Daily Quality Report
* **Supported compilation of all reports** and ensured timely delivery to regional/country representatives and other stakeholders
* Handled a team of **40 Quality Analysts**
* Assisted the operations teams with **access reviews** where required and raised all relevant IT requests in support of review decisions taken by risk owners
* **Monitored and tracked the performance** of individual teams on daily, weekly and monthly basis and share the feedback with the management
* Ensured **all queries from stakeholders** are dealt with in a complete and timely fashion
* Analyzed and report on any **gaps or improvements** required to make the Control process more effective

**Achievements** |
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| **Associate Coordinator Technopak Advisors Pvt Ltd Feb 2011-Aug 2011** |
| * Project coordinator for Rural Skill Development Projects in Apparel Sector under SGSY launched by Ministry of Rural Development- responsible for **project implementation**, **MI and Reporting and Stakeholder management**
* **Business Development Activities:** Identified potential partners (NGOs, factories), approached and negotiated terms & condition of MoUs
* **Resource Planning:** Requirement gathering, capacity planning and inventory management for 28 training centers across India
* **Vendor Management:** Identification and selection of vendors for machines and equipment based on quotes, contract negotiation and tracking of orders
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| **Executive Vishal Retail Limited June 2010-Jan 2011** |
| * **Analyzed merchandise and vendor performance** based on monthly sales report from the stores.
* Assisted in **conducting Monthly Vendor Meetings** to improve vendor relationship, forge new partnership and exchange feedbacks.
* Responsible for handling supplier’s grievances and providing support on timely basis.
* Identified potential merchandise categoriesthrough **primary and secondary research of market trends**
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| **Certifications**  |
| * Lean Six Sigma Certification by ASCB(E)- UK Accredited, Indian Statistical Institute, Mumbai (2014)
* Certification in **“Risk in Financial Services”** jointly awarded by Indian Institute of Banking Finance and CISI
* Certification in **“ Anti Money Laundering and Know Your Customer”** awarded by Indian Institute of Banking Finance
* Certification in **“ Banking IT Security”** awarded by Indian Institute of Banking Finance
* **Certification of Competency in Business Analysis** offered by SimpliLearn
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|  **Extra Curricular Activities** |
| * **Blogging and Writing**, blog link: [www.the-bioscoped-life.blogspot.in](http://www.the-bioscoped-life.blogspot.in): Stories published on BlogAdda, Indiblogger, Hind Yugm, Yourstory.in and Persona, anthology of stories published by Literary Club of IIM Kolkata
* **Painting**: Won state level competitions organized by RabindraParishad Patna
* **Dance**: PG Diploma in Classical Dance Form of Odissi
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